

CONTRACT/TASK ORDER SUMMARY

GMPO's LAN Support

| | |
|------------------------------|---|
| Contract/TO Number | GS-06F-1249Z / EP-G134-00190 |
| Contractor's Name | Heartland Technology Group (HTG) |
| Business Size: | 8(a) Small Disadvantage |
| Project Title | Gulf of Mexico Program Office's LAN Support |
| Contracting Officer | Michael E. Allen (404) 562-8393 |
| Contract Specialist | Lynette Rocke (404) 562-8428 |
| Project Officer/COR | Angela Palmer (404) 562-8035 |
| Type of Contract | Labor Hour |
| Contract Value | \$389,118.60 |
| Period of Performance | |
| Base: | 05/13/2013 - 01/31/2014 |
| Option 1: | 02/01/2014 - 01/31/2015 |
| Option 2: | 02/01/2015 - 01/31/2016 |
| Option 3: | 02/01/2016 - 01/31/2017 - Expired |
| Option 4: | 02/01/2017 - 01/31/2018 (NOT EXERCISED) |

Customer: Region 4's Gulf of Mexico Program Office

POC: Diane Altsman, Chief of Staff (228) 688-7015

Matt Beiser (228) 688-3578

Description (Scope of Work): Provides information technology support including Computer, LAN, Information Center, Help Desk Support, Agency/Regional Software Support, Information System Programming and Support, Training, and Technical Documentation to the Gulf of Mexico Program (GMP) located at Stennis Space Center, Mississippi within Buildings 1100, 1105 and 1106.

Ordering/Funding Process

This is a Labor Hour (fixed hourly rates) contract competed and awarded under the GSA GWAC 8aSTARS II vehicle via task order number 0190. Required work is listed in the statement of work. Work is performed in accordance with the performance work statement and contract requirements. To fund this task order, the Project Officer initiates a requisition (PR) in EAS. The requisition is then routed through the Office of Budget Management for commitment to the Acquisition Management Sections (AMS) for obligation. Upon receipt, the PR is assigned to the Contract Specialist who will prepare the corresponding modification.

Issuing Modifications

A total of four (4) modifications have been issued to date, includes adding Clause H.12 (EPA-H-42-103), adding Alternate PO(s), revised PWS Section 6, and add Clause H.13 (Inspection - FFP) and exercise Option 1. As of 01/31/2014, this order is fully funded.

| | | | | | | | |
|---|---|--|--|--|----------|---|------------|
| SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS <small>OFFEROR TO COMPLETE BLOCKS 12, 17, 22, 24, & 30</small> | | | | 1. REQUEST NUMBER PR-R4-13-00227 | | PAGE OF 1 28 | |
| 2. CONTRACT NO. GS-06F-1249Z | | 3. AWARD EFFECTIVE DATE 05/10/2013 | | 4. ORDER NUMBER EP-G134-00190 | | 5. SOLICITATION NUMBER SOL-R4-13-00006 | |
| 7. FOR SOLICITATION INFORMATION CALL: | | 6. NAME Lynette Locke | | 9. TELEPHONE NUMBER (No collect calls) 404-562-8428 | | 8. OFFER DUE DATE/LOCAL TIME 04/15/2013 | |
| 9. ISSUED BY Region 4 US Environmental Protection Agency Atlanta Federal Center 61 Forsyth Street, SW Atlanta GA 30303-3104 | | | | 10. THIS ACQUISITION IS <div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> SMALL BUSINESS <input type="checkbox"/> HUBZONE SMALL BUSINESS <input type="checkbox"/> SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS </div> <div> <input type="checkbox"/> WOMEN-OWNED SMALL BUSINESS <input type="checkbox"/> (WOSB) BUSINESSES UNDER THE WOMEN-OWNED SMALL BUSINESS PROGRAM <input checked="" type="checkbox"/> EDWOSB </div> <div> <input checked="" type="checkbox"/> SET ASIDE NAICS: 541513 SIZE STANDARD: S25.5 </div> </div> | | | |
| 11. DELIVERY FOR POB DESTINATION UNLESS BLOCK IS MARKED <input type="checkbox"/> SEE SCHEDULE | | 12. DISCOUNT TERMS | | 13a. THIS CONTRACT IS A RATED ORDER UNDER DFARS (18 CFR 700) | | 13b. RATING | |
| 15. DELIVER TO R4 Stennis Space Center Stennis Space Center Building 1105 Stennis Space Ctr MS 39529 | | 16. ADMINISTERED BY Region 4 US Environmental Protection Agency Atlanta Federal Center 61 Forsyth Street, SW Atlanta GA 30303-3104 | | 14. METHOD OF SOLICITATION <input type="checkbox"/> RFQ <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP | | | |
| 17a. CONTRACTOR/OFFEROR HEARTLAND TECHNOLOGY GROUP LLC Attn: John Duker 4620 N LEAMINGTON AVE CHICAGO IL 606303813 TELEPHONE NO. 9135585816 | | 18a. PAYMENT WILL BE MADE BY RTP Finance Center US Environmental Protection Agency RTP-Finance Center Mail Drop D143-02 109 TW Alexander Drive Durham NC 27711 | | 18. ADMINISTERED BY R4 | | | |
| 17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER | | | | 18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED <input type="checkbox"/> SEE ADDENDUM | | | |
| 19. ITEM NO. | 20. SCHEDULE OF SUPPLIES/SERVICES | | | 21. QUANTITY | 22. UNIT | 23. UNIT PRICE | 24. AMOUNT |
| 0001 | DUNS Number: 830456898 Information Technology Operations Support Task Order Under the 8(a) STARS 2 GWAC, Functional Area # 3, Constellation # 01. TOPO: ANGELA PALMER Delivery: 01/31/2014 Period of Performance: 05/13/2013 to 01/31/2018 BASE YEAR - IT Operations Support Task Order Under the 8(a) STARS 2 GWAC Continued ... (Use Reverse and/or Attach Additional Sheets as Necessary) | | | | | | 57,669.80 |
| 25. ACCOUNTING AND APPROPRIATION DATA See schedule | | | | | | 26. TOTAL AWARD AMOUNT (For Govt. Use Only) \$389,118.60 | |
| 27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4, FAR 52.212-3 AND 52.212-5 ARE ATTACHED. ADDENDA <input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED. 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4, FAR 52.212-5 IS ATTACHED. ADDENDA <input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED. | | | | | | | |
| 28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED. | | | | 29. AWARD OF CONTRACT: REP. <input type="checkbox"/> OFFER DATED <input type="checkbox"/> YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO TERMS: | | | |
| 30a. SIGNATURE OF OFFEROR/CONTRACTOR | | | | 31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER) | | | |
| 30b. NAME AND TITLE OF SIGNER (Type or print) Air Force Program Manager | | 30c. DATE SIGNED 5/10/13 | | 31b. NAME OF CONTRACTING OFFICER (Type or print) Michael E. Allen | | 31c. DATE SIGNED 05/10/2013 | |

| 19. ITEM NO. | 20. SCHEDULE OF SUPPLIES/SERVICES | 21. QUANTITY | 22. UNIT | 23. UNIT PRICE | 24. AMOUNT |
|-----------------|---|-----------------|-------------|-------------------|---------------|
| | Accounting Info: 13-14-B-04G00DC-ZZZHF8-2504-LSLMIABS--1304MV3003-0 01 BFY: 13 EFY: 14 Fund: B Budget Org: 04G00DC Program (PRC): ZZZHF8 Budget (BOC): 2504 Job #: LSLMIABS DCN - Line ID: 1304MV3003-001 Funding Flag: Partial Funded: \$21,337.83 Accounting Info: 13--T-04N-ZZZHF8-2504-LSLMIABS--1304MV3003-002 BFY: 13 Fund: T Budget Org: 04N Program (PRC): ZZZHF8 Budget (BOC): 2504 Job #: LSLMIABS DCN - Line ID: 1304MV3003-002 Funding Flag: Partial Funded: \$36,331.97 | | | | |
| 0002 | OPT YEAR 1 - IT Operations Support Task Order Under the 8(a) STARS 2 GWAC (Option Line Item) 01/15/2014 | | | | 81,249.20 |
| 0003 | OPT YEAR 2 - IT Operations Support Task Order Under the 8(a) STARS 2 GWAC (Option Line Item) 01/15/2015 | | | | 82,306.00 |
| 0004 | OPT YEAR 3 - IT Operations Support Task Order Under the 8(a) STARS 2 GWAC (Option Line Item) Continued ... | | | | 83,399.60 |

32a. QUANTITY IN COLUMN 21 HAS BEEN

☐ RECEIVED ☐ INSPECTED ☐ ACCEPTED, AND CONFORMS TO THE CONTRACT, EXCEPT AS NOTED: _____

| | | | | |
|---|------------------------|------------------------------------|--|-----------------------|
| 32b. SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE | | 32c. DATE | 32d. PRINTED NAME AND TITLE OF AUTHORIZED GOVERNMENT REPRESENTATIVE | |
| 32e. MAILING ADDRESS OF AUTHORIZED GOVERNMENT REPRESENTATIVE | | | 32f. TELEPHONE NUMBER OF AUTHORIZED GOVERNMENT REPRESENTATIVE | |
| | | | 32g. E-MAIL OF AUTHORIZED GOVERNMENT REPRESENTATIVE | |
| 33. SHIP NUMBER | 34. VOUCHER NUMBER | 35. AMOUNT VERIFIED CORRECT FOR | 36. PAYMENT <input type="checkbox"/> COMPLETE <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL | 37. CHECK NUMBER |
| <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL | | | | |
| 38. S/R ACCOUNT NUMBER | 39. S/R VOUCHER NUMBER | 40. PAID BY | | |
| 41a. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT | | | 42a. RECEIVED BY (Print) | |
| 41b. SIGNATURE AND TITLE OF CERTIFYING OFFICER | | 41c. DATE | 42b. RECEIVED AT (Location) | |
| | | | 42c. DATE REC'D (YY/MM/DD) | 42d. TOTAL CONTAINERS |

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED
GS-06F-1249Z/EP-G134-00190PAGE OF
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NAME OF OFFEROR OR CONTRACTOR

HEARTLAND TECHNOLOGY GROUP LLC

| ITEM NO. (A) | SUPPLIES/SERVICES (B) | QUANTITY (C) | UNIT (D) | UNIT PRICE (E) | AMOUNT (F) |
|-----------------|---|-----------------|-------------|-------------------|---------------|
| 0005 | 01/15/2016 OPT YEAR 4 - IT Operations Support Task Order Under the 8(a) STARS 2 GWAC (Option Line Item) 01/15/2017 The obligated amount of award: \$57,669.80. The total for this award is shown in box 26. | | | | 84,494.00 |

| | | | |
|--------------------|---|------|----|
| CONTINUATION SHEET | REFERENCE NO. OF DOCUMENT BEING CONTINUED | PAGE | OF |
| | GS-06F-1249Z/EP-G134-00190 | 3 | 29 |

NAME OF OFFEROR OR CONTRACTOR
HEARTLAND TECHNOLOGY GROUP LLC

| ITEM NO. (A) | SUPPLIER/SERVICES (B) | QUANTITY (C) | UNIT (D) | UNIT PRICE (E) | AMOUNT (F) |
|-----------------|--------------------------|-----------------|-------------|-------------------|---------------|
|-----------------|--------------------------|-----------------|-------------|-------------------|---------------|

total for this award is shown in box 26.

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Contract Number: GS-06F-1249Z
Delivery Order Number: EP-G134-00190

SECTION A - Solicitation/Contract Form

See Stand Form 1449
No clauses in this section

SECTION B – Supplies or Services/Prices

B-1 INCREMENTAL FUNDING

The base period is fully funded in the amount of **\$57,669.80** is provided to cover the contractor's performance through **January 31, 2014**. Incremental funding may be provided in the subsequent option periods. After that date funds will be provided based on availability of funds (FAR-232.19).

B-2 TYPE OF ORDER

The Government contemplates award of a Labor Hour type task order pursuant to the 8(a) Streamlined Technology Acquisition Resources for Services (STARS II) Government-wide Acquisition Contract (GWAC) under Functional Area (FA) 3: NAICS 541513 – Computer Facilities Management Services resulting from this solicitation.

B-3 TIME AND MATERIALS AND LABOR HOUR TYPES.

This is a Labor Hour task order pursuant to the 8(a) Streamlined Technology Acquisition Resources for Services (STARS II) Government-wide Acquisition Contract (GWAC) under Functional Area (FA) 3: NAICS 541513 – Computer Facilities Management Services. The fixed rate CLINS set forth below cover all expenses, including report preparation, salaries, overhead, general and administrative expenses, and profit. The Contractor shall invoice for only the time of the Personnel whose services are applied directly to the work called for in this task order and accepted by the EPA Project Officer. The Contractor shall maintain time and labor distribution records for all employees who work under this task order. These records must document time worked and work performed by each individual.

Base Period (May 13, 2013 – January 31, 2014)

| Item No. | Description | QTY | Unit | Unit Price | Total Amount |
|-----------------------|-----------------------|-------|-------|------------|--------------|
| 0001 | Senior LAN Technician | 1,380 | Hours | \$41.71 | \$57,559.80 |
| 0002 | Travel Not-to-Exceed | 1 | Lot | \$110.00 | \$110.00 |
| NOT-TO- EXCEED TOTAL: | | | | | \$57,669.80 |

Option Period 1 (February 1, 2014 – January 31, 2015)

| Item No. | Description | QTY | Unit | Unit Price | Total Amount |
|-----------------------|-----------------------|-------|-------|------------|--------------|
| 1001 | Senior LAN Technician | 1,920 | Hours | \$42.26 | \$81,139.20 |
| 1002 | Travel Not-to-Exceed | 1 | Lot | \$110.00 | \$110.00 |
| NOT-TO- EXCEED TOTAL: | | | | | \$81,249.20 |

Option Period 2 (February 1, 2015 – January 31, 2016)

| Item No. | Description | QTY | Unit | Unit Price | Total Amount |
|-----------------------------------|-----------------------|-------|-------|------------|--------------|
| 2001 | Senior LAN Technician | 1,920 | Hours | \$42.81 | \$82,196.00 |
| 2002 | Travel Not-to-Exceed | 1 | Lot | \$110.00 | \$110.00 |
| NOT-TO- EXCEED TOTAL: \$82,306.00 | | | | | |

Option Period 3 (February 1, 2016 – January 31, 2017)

| Item No. | Description | QTY | Unit | Unit Price | Total Amount |
|-----------------------------------|-----------------------|-------|-------|------------|--------------|
| 3001 | Senior LAN Technician | 1,920 | Hours | \$43.38 | \$83,289.60 |
| 3002 | Travel Not-to-Exceed | 1 | Lot | \$110.00 | \$110.00 |
| NOT-TO- EXCEED TOTAL: \$83,399.60 | | | | | |

Option Period 4 (February 1, 2017 – January 31, 2018)

| Item No. | Description | QTY | Unit | Unit Price | Total Amount |
|-----------------------------------|-----------------------|-------|-------|------------|--------------|
| 4001 | Senior LAN Technician | 1,920 | Hours | \$43.95 | \$84,384.00 |
| 4002 | Travel Not-to-Exceed | 1 | Lot | \$110.00 | \$110.00 |
| NOT-TO- EXCEED TOTAL: \$84,494.00 | | | | | |

B-4 TRAVEL PRICING

Reference 8a STARS II's solicitation QTA609MCA0010, Section I, Pricing, Clause No. 15. Travel costs will be necessary for one computer technician to commute to an alternate Continuity of Operations Plan (COOP) site. EPA will reimburse the vendor for mileage in accordance with the Federal Travel Regulation. EPA estimates no more than two (2) COOP drills per year.

Travel in excess of the following are not allowable as a charge to this task order without prior written approval of the Contracting Officer.

| | |
|-------------------------|------------------------|
| Base Period: | Travel Costs: \$110.00 |
| Option Period 1: | Travel Costs: \$110.00 |
| Option Period 2: | Travel Costs: \$110.00 |
| Option Period 3: | Travel Costs: \$110.00 |
| Option Period 4: | Travel Costs: \$110.00 |

SECTION C - Description/Specifications

C-1 LOCAL CLAUSES 52.210-100 STATEMENT OF WORK/PERFORMANCE WORK STATEMENT/SPECIFICATIONS

The Contractor shall furnish the necessary personnel, material, and services, (except as otherwise specified), to perform the Statement of Work included in **Attachment 2**. The contractor will be tasked via a Statement of Work through Contracting Officer issuance of a task order.

C-2 EPA 1552.211-79 COMPLIANCE WITH EPA POLICIES FOR INFORMATION RESOURCES MANAGEMENT. (JAN 2012)

Compliance with EPA Policies for Information Resources Management

(a) Definition. Information Resources Management (IRM) is defined as any planning, budgeting, organizing, directing, training, promoting, controlling, and managing activities associated with the burden, collection, creation, use and dissemination of information. IRM includes both information itself and the management of information and related resources such as personnel, equipment, funds, and technology. Examples of these services include but are not limited to the following:

(1) The acquisition, creation, or modification of a computer program or automated data base for delivery to EPA or use by EPA or contractors operating EPA programs.

(2) The analysis of requirements for, study of the feasibility of, evaluation of alternatives for, or design and development of a computer program or automated data base for use by EPA or contractors operating EPA programs.

(3) Services that provide EPA personnel access to or use of computer or word processing equipment, software, or related services.

(4) Services that provide EPA personnel access to or use of: Data communications; electronic messaging services or capabilities; electronic bulletin boards, or other forms of electronic information dissemination; electronic record-keeping; or any other automated information services.

(b) General. The Contractor shall perform any IRM-related work under this contract in accordance with the IRM policies, standards, and procedures set forth on the Office of Environmental Information policy Web site. Upon receipt of a work request (i.e. delivery order, task order, or work assignment), the Contractor shall check this listing of directives. The applicable directives for performance of the work request are those in effect on the date of issuance of the work request. The 2100 Series (2100-2199) of the Agency's Directive System contains the majority of the Agency's IRM policies, standards, and procedures.

(c) Section 508 requirements. Contract deliverables are required to be compliant with Section 508 requirements. The Environmental Protection Agency policy for 508 compliance can be found on the Agency's Directive System identified in section (d) of this clause under policy number CIO 2130.0, Accessible Electronic and Information Technology. Additional information on Section 508 including EPA's 508 policy can be found at www.epa.gov/accessibility.

(d) Electronic access. A complete listing, including full text, of documents included in the 2100 Series of the Agency's Directive System is maintained on the EPA Public Access Server on the Internet at <http://epa.gov/docs/irmpoli8/>.

(End of clause)

C-3 LOCAL CLAUSES EP 52.000-000 (NOV 1994) NOTICE REGARDING PROHIBITED CONTRACTOR ACTIVITIES ON ENVIRONMENTAL PROTECTION AGENCY CONTRACTS

The Contractor shall not perform any of the following activities on behalf of EPA in connection with this contract:

1. The actual preparation of Congressional testimony.
2. The interviewing or hiring of individuals for employment at EPA.
3. Developing and/or writing of Position Descriptions and Performance Standards.
4. The actual determination of Agency policy.
5. Participating as a voting member on a Performance Evaluation Board; participating in and/or attending Award Fee meetings.
6. Preparing Award Fee Letters, even under typing services contracts.
7. The actual preparation of Award Fee Plans.
8. The preparation of documents on EPA Letterhead other than routine administrative correspondence.
9. Reviewing vouchers and invoices for the purposes of determining whether costs, hours, and work performed are reasonable.
10. The preparation of Statements of Work, Work Assignments, Technical Direction Documents, Delivery Orders, or any other work issuance document under a contract that the contractor is performing or may perform. Such a work issuance document, prepared by an EPA prime contractor under an EPA prime contract for its subcontractor, is exempt from this prohibition.
11. The actual preparation of responses to audit reports from the Inspector General, General Accounting Office, or other auditing entities.
12. Preparing responses to Congressional correspondence.
13. The actual preparation of responses to Freedom of Information Act requests, other than routine, non judgmental correspondence.
14. Any contract which authorizes a contractor to represent itself as EPA to outside parties.

15. Conducting administrative hearings.
16. Reviewing findings concerning the eligibility of EPA employees for security clearances.
17. The actual preparation of an office's official budget request.

SECTION D - Packaging and Marking

No clauses in this section

SECTION E - Inspection and Acceptance

No clauses in this section

SECTION F
Deliveries or Performance

F-1 LOCAL CLAUSES 52.212-140 PERIOD OF PERFORMANCE

The period of performance for the base period of this task order shall be from the date of award through January 31, 2014. In addition, there are four (4) one-year options planned.

SECTION G - CONTRACT ADMINISTRATION DATA

G-1 EPA 1552.232-70 SUBMISSION OF INVOICES (JUN 1996)

In order to be considered properly submitted, an invoice or request for contract financing payment must meet the following contract requirements in addition to the requirements of FAR 32.905:

- (a) Unless otherwise specified in the contract, an invoice or request for contract financing payment shall be submitted as an original and five copies. The Contractor shall submit the invoice or request for contract financing payment to the following offices/individuals designated in the contract: the original and two copies to the Accounting Operations Office shown in Block 18A on the cover of the contract; two copies to the Project Officer (the Project Officer may direct one of these copies to a separate address); and one copy to the Contracting Officer.
- (b) The Contractor shall prepare its invoice or request for contract financing payment on the prescribed Government forms. Standard Forms Number 1034, Public Voucher for Purchases and Services other than Personal, shall be used by contractors to show the amount claimed for reimbursement. Standard Form 1035, Public Voucher for Purchases and Services other than Personal-Continuation Sheet, shall be used to furnish the necessary supporting detail or additional information required by the Contracting Officer. The Contractor may submit self-designed forms which contain the required information.
- (c)(1) The Contractor shall prepare a contract level invoice or request for contract financing payment in accordance with the invoice preparation instructions identified as a separate attachment in Section J of the contract. If contract work is authorized by individual work assignments, the invoice or request for contract financing payment shall also include a summary of the current and cumulative amounts claimed by cost element for each work assignment and for the contract total, as well as any supporting data for each work assignment as identified in the instructions.
- (2) The invoice or request for contract financing payment shall include current and cumulative charges by major cost element such as direct labor, overhead, travel, equipment, and other direct costs. For current costs, each major cost element shall include the appropriate supporting schedule identified in the invoice preparation instructions. Cumulative charges represent the net sum of current charges by cost element for the contract period.
- (3) The charges for subcontracts shall be further detailed in a supporting schedule showing the major cost elements for each subcontract. The degree of detail for any subcontract exceeding \$5,000 is to be the same as that set forth under (c)(2).
- (4) The charges for consultants shall be further detailed in the supporting schedule showing the major cost elements of each consultant. For current costs, each major cost element of the consulting agreement shall also include the supporting schedule identified in the invoice preparation instructions.
- (d) Invoices or requests for contract financing payment must clearly indicate the period of performance for which payment is requested. Separate invoices or requests for contract financing payment are required for charges applicable to the basic contract and each option period.

(e)(1) Notwithstanding the provisions of the clause of this contract at FAR 52.216-7, Allowable Cost and Payment, invoices or requests for contract financing payment shall be submitted once per month unless there has been a demonstrated need and Contracting Officer approval for more frequent billings. When submitted on a monthly basis, the period covered by invoices or requests for contractor financing payments shall be the same as the period for monthly progress reports required under this contract.

(2) If the Contracting Officer allows submissions more frequently than monthly, one submittal each month shall have the same ending period of performance as the monthly progress report.

(3) Where cumulative amounts on the monthly progress report differ from the aggregate amounts claimed in the invoice(s) or request(s) for contract financing payments covering the same period, the contractor shall provide a reconciliation of the difference as part of the payment request. Alternate I (JUN 1996). If used in a fixed-rate type contract, substitute the following paragraphs (c)(1) and (2) for paragraphs (c)(1) and (2) of the basic clause:

(c)(1) The Contractor shall prepare a contract level invoice or request for contract financing payment in accordance with the invoice preparation instructions identified as a separate attachment in Section J of the contract. If contract work is authorized by individual delivery orders, the invoice or request for contract financing payment shall also include a summary of the current and cumulative amounts claimed by cost element for each delivery order and for the contract total, as well as any supporting data for each delivery order as identified in the instructions.

(2) The invoice or request for contract financing payment that employs a fixed rate feature shall include current and cumulative charges by contract labor category and by other major cost elements such as travel, equipment, and other direct costs. For current costs, each cost element shall include the appropriate supporting schedules identified in the invoice preparation instructions.

G.2 LOCAL CLAUSES 52-242 CONTRACT ADMINISTRATION REPRESENTATIVES

Contract-Level Contracting Officer Representatives (CORs)/Project Officers for this contract are as follows:

Angela Palmer, Primary COR/Project Officer
U.S. Environmental Protection Agency
61 Forsyth Street, SW
Atlanta, GA 30303
(404) 562-8035
angela.palmer@epa.gov

Damon Walker, Alternate COR/Project Officer
U.S. Environmental Protection Agency
61 Forsyth Street, SW
Atlanta, GA 30303
(404) 562-8067
walker.damon@epa.gov

Contracting Officials responsible for administering this contract are as follows:

Michael Allen – Administrative Contracting Officer
U.S. Environmental Protection Agency
61 Forsyth Street, SW
Atlanta, GA 30303
(404) 562-8393
Allen.michael@epa.gov

Lynette Rocke – Contract Specialist
U.S. Environmental Protection Agency
61 Forsyth Street, SW
Atlanta, GA 30303
(404) 562-8428
Rocke.lynette@epa.gov

G.3 GOVERNMENT S (LOCAL LRT-04-02) (DEC 2001) DEVIATION

The following are observed by the Government and the normal operation of the facilities will be closed on these days:

New Year's Day
Martin Luther King Birthday
Presidents Day
Memorial Day
Independence Day
Labor Day
Columbus Day
Veterans Day
Thanksgiving Day
Christmas Day

(End of clause)

SECTION H - SPECIAL CONTRACT REQUIREMENTS

H.1 1552.242-71 CONTRACTOR PERFORMANCE EVALUATION (OCT 2011)

(a) In accordance with Federal Acquisition Regulation (FAR) Subpart 42.15 and EPAAR 1542.15, the EPA will prepare and submit past performance evaluations to the Past Performance Information Retrieval System (PPIRS). Evaluation reports will be documented not later than 120 days after the end of an evaluation period using the Contractor Performance Assessment Reporting System (CPARS) which has connectivity with PPIRS. Contractors must register in CPARS in order to view/comment on their past performance reports.

H.2 OPTION TO EXTEND THE EFFECTIVE PERIOD OF THE TASK ORDER.

Reference 8a STARS II's solicitation QTA609MCA0010Section I pricing, Clause No. 5, Task Order period of Performance.

(a) The Government has the option to extend the effective period of this contract for four (4) additional period(s). If more than sixty (60) days remain in the contract effective period, the Government, without prior written notification, may exercise this option by issuing a contract modification. To unilaterally exercise this option within the last 60 days of the effective period, the Government must issue written notification of its intent to exercise the option prior to that last 60-day period. This preliminary notification does not commit the Government to exercising the option.

(b) The "Period of Performance" clause will be modified to cover a base period and four (4) option periods.

| PERIOD OF PERFORMANCE | START DATE | END DATE |
|---------------------------------|------------|-----------|
| Base Period (8.5 Months) | 5/13/2013 | 1/31/2014 |
| Option Period One (12 Months) | 2/1/2014 | 1/31/2015 |
| Option Period Two (12 Months) | 2/1/2015 | 1/31/2016 |
| Option Period Three (12 Months) | 2/1/2016 | 1/31/2017 |
| Option Period Four (12 Months) | 2/1/2017 | 1/31/2018 |

(i) During the option period(s) the Contractor shall provide the services specified in the performance work statement.

(j) The contractor shall be paid the fixed unit prices established in the pricing schedule.

H.3 (EPAAR 1552.237-72) (APR 1984) KEY PERSONNEL

(a) The Contractor shall assign to this contract the following key personnel:

Senior LAN Technician: Kyle Stoufflet

(b) During the first ninety (90) calendar days of performance, the Contractor shall make no substitutions of key personnel unless the substitution is necessitated by illness, death, or termination of employment. The Contractor shall notify the Contracting Officer within 15 calendar days after the occurrence of any of these events and provide the information required by paragraph (c) of this clause. After the initial 90-day period, the Contractor shall submit the information required by paragraph (c) to the Contracting Officer at least 15 days prior to making any permanent substitutions.

(c) The Contractor shall provide a detailed explanation of the circumstances necessitating the proposed substitutions, complete resumes for the proposed substitutes, and any additional information requested by the Contracting Officer. Proposed substitutes should have comparable qualifications to those of the persons being replaced. The Contracting Officer will notify the Contractor within 15 calendar days after receipt of all required information of the decision on substitutions. This clause will be modified to reflect any approved changes of key personnel.

H-4 EPA 1552.237-75 (APR 1984) PAPERWORK REDUCTION ACT (APR 1984)

If it is established at award or subsequently becomes a contractual requirement to collect identical information from ten (10) or more public respondents, the Paperwork Reduction Act of 1980, 44 U.S.C. 3501 et seq. applies. In that event, the Contractor shall not take any action to solicit information from any of the public respondents until notified in writing by the Contracting officer that the required Office of Management and Budget (OMB) final clearance was received.

(End of clause)

H-5 EPA 1552.237-7 (JUN 1999) GOVERNMENT-CONTRACTOR RELATIONS

(a) The Government and the Contractor understand and agree that the services to be delivered under this contract by the contractor to the Government are non-personal services and the parties recognize and agree that no employer-employee relationship exists or will exist under the contract between the Government and the Contractor's personnel. It is, therefore, in the best interest of the Government to afford both parties a full understanding of their respective obligations.

(b) Contractor personnel under this contract shall not:

(1) Be placed in a position where they are under the supervision, direction, or evaluation of a Government employee.

(2) Be placed in a position of command, supervision, administration or control over Government personnel, or over personnel of other Contractors under other EPA contracts, or become a part of the Government organization.

(3) Be used in administration or supervision of Government procurement activities.

(c) Employee relationship. (1) The services to be performed under this contract do not require the Contractor or his/her personnel to exercise personal judgment and discretion on behalf of the Government. Rather the Contractor's personnel will act and exercise personal judgment and discretion on behalf of the Contractor.

(2) Rules, regulations, directives, and requirements that are issued by the U.S. Environmental Protection Agency under its responsibility for good order, administration, and security are applicable to all personnel who enter the Government installation or who travel on Government transportation. This is not to be construed or interpreted to establish any degree of Government control that is inconsistent with a non-personal services contract.

(d) Inapplicability of employee benefits. This contract does not create an employer-employee relationship. Accordingly, entitlements and benefits applicable to such relationships do not apply.

(1) Payments by the Government under this contract are not subject to Federal income tax withholdings.

(2) Payments by the Government under this contract are not subject to the Federal Insurance Contributions Act.

(3) The Contractor is not entitled to unemployment compensation benefits under the Social Security Act, as amended, by virtue of performance of this contract.

(4) The Contractor is not entitled to workman's compensation benefits by virtue of this contract.

(5) The entire consideration and benefits to the Contractor for performance of this contract is contained in the provisions for payment under this contract.

(e) Notice. It is the Contractor's, as well as, the Government's responsibility to monitor contract activities and notify the Contracting Officer if the Contractor believes that the intent of this clause has been or may be violated.

(1) The Contractor should notify the Contracting Officer in writing promptly, within 5 calendar days from the date of any incident that the Contractor considers to constitute a violation of this clause. The notice should include the date, nature and circumstance of the conduct, the name, function and activity of each Government employee or Contractor official or employee involved or knowledgeable about such conduct, identify any documents or substance of any oral communication involved in the conduct, and the estimate in time by which the Government must respond to this notice to minimize cost, delay or disruption of performance.

(2) The Contracting Officer will promptly, within 15 calendar days after receipt of notice, respond to the notice in writing. In responding, the Contracting Officer will either:

(i) Confirm that the conduct is in violation and when necessary direct the mode of further performance,

(ii) Countermand any communication regarded as a violation,

(iii) Deny that the conduct constitutes a violation and when necessary direct the mode of further performance; or

(iv) In the event the notice is inadequate to make a decision, advise the Contractor what additional information is required, and establish the date by which it should be furnished by the Contractor and the date thereafter by which the Government will respond.

(End of clause)

H-6 LOCAL CLAUSES LRT-01-01 IDENTIFICATION OF ON-SITE CONTRACTOR EMPLOYEES

All Contractor, subcontractor, and consultant personnel shall wear prominently displayed identification badges at all times when performing work on EPA property or attending meetings in the performance of this contract. The badge shall contain the individual's name, the company name and logo. When participating in such meetings (e.g., as a speaker, panel member), those individuals in Contractor employ must supplement physical identification (e.g., badges, place markers) with verbal announcements so that it is clear to the assembled group that they are employees of the Contractor, not Agency staff members. In addition, when working on EPA property, all contractor, subcontractor, and consultant personnel shall have signs visible on their desks or at their work sites that clearly state that they are not EPA employees.

H-7 CLAUSE EPA-H-09-107 (APR 2012) UNPAID FEDERAL TAX LIABILITY & FELONY CRIMINAL VIOLATION CERTIFICATION

(a) In order to meet the requirements of Sections 433 and 434 of Division E of the Consolidated Appropriations Act, 2012 (Pub.L. 112-74), and 2013 Continuing Appropriations Resolution (Pub.L. 112-175), the contractor shall provide the contracting officer a certification whereby the contractor certifies:

(i) It is not a corporation that has been convicted (or had an officer or agent of such corporation acting on behalf of the corporation convicted) of a felony criminal violation under any Federal law within the preceding 24 months; and

(ii) It is not a corporation that has any unpaid Federal tax liability that has been assessed, for which all judicial and administrative remedies have been exhausted or have lapsed, and that is not being paid in a timely manner pursuant to an agreement with the authority responsible for collecting the tax liability.

(b) Failure of the contractor to furnish a certification or provide such additional information as requested by the Contracting Officer may render the contractor ineligible for FY2012 or 2013 contract funding.

(c) The contractor has a continuing obligation to update the subject certification as required.

(End of Clause)

H-8 (LOCAL LRT-45-26) (DEC 2001) ACCESS TO GOVERNMENT PROPERTY, SERVICE, AND/OR SPACE

1. The work required to be accomplished under this contract must be performed at a Government facility. The Contractor shall be granted ingress and egress at such Government facility.
2. While Contractor personnel are at the Government facility, the Contractor is responsible for compliance with all laws, rules, and regulations governing conduct with respect to health and safety as they relate not only to their employees and agents, but also to other personnel who are Government employees or agents of the Government, and to property at the site regardless of ownership.
3. When the Contractor's team arrives at the Government facility, the team leader will make detailed arrangements with the Project Officer for access to and availability of the property, services, and space as listed hereafter.
4. While on Government premises and in possession of Government property, the Contractor is considered to be a bailee for hire, and subject to all duties thereof.
5. The Government property, services, and/or space as listed in Attachment No. 5 to which the Contractor shall have access under this clause shall be made available at the Government facility. In the event the property to which the Contractor is to have access is not made available as scheduled, the Contracting Officer shall, upon timely written request made by the Contractor, make a determination of the delay, if any, occasioned the Contractor thereby and shall equitably adjust the delivery or performance dates of the Contract and any other contractual provisions affected by any such delay, in accordance with the procedures provided for in the clause of the contract entitled "Changes."

LOCATION:

Stennis Space Center
Buildings 1100, 1105 and 1106
Stennis Space Center, Mississippi 39529

H.9 1552.227-76 (MAY 1994) (PROJECT EMPLOYEE CONFIDENTIALITY AGREEMENT)

- (a) The Contractor recognizes that Contractor employees in performing this contract may have access to data, either provided by the Government or first generated during contract performance, of a sensitive nature which should not be released to the public without Environmental Protection Agency (EPA) approval. Therefore, the Contractor agrees to obtain confidentiality agreements from all of its employees working on requirements under this contract.

(b) Such agreements shall contain provisions which stipulate that each employee agrees that the employee will not disclose, either in whole or in part, to any entity external to EPA, the Department of Justice, or the Contractor, any information or data (as defined in FAR Section 27.401) provided by the Government or first generated by the Contractor under this contract, any site-specific cost information, or any enforcement strategy without first obtaining the written permission of the EPA Contracting Officer. If a contractor, through an employee or otherwise, is subpoenaed to testify or produce documents, which could result in such disclosure, the Contractor must provide immediate advance notification to the EPA so that the EPA can authorize such disclosure or have the opportunity to take action to prevent such disclosure. Such agreements shall be effective for the life of the contract and for a period of five (5) years after completion of the contract.

(c) The EPA may terminate this contract for convenience, in whole or in part, if it deems such termination necessary to prevent the unauthorized disclosure of information to outside entities. If such a disclosure occurs without the written permission of the EPA Contracting Officer, the Government may terminate the contract, for default or convenience, or pursue other remedies as may be permitted by law or this contract.

(d) The Contractor further agrees to insert in any subcontract or consultant agreement placed hereunder, except for subcontracts or consultant agreements for well drilling, fence erecting, plumbing, utility hookups, security guard services, or electrical services, provisions which shall conform substantially to the language of this clause, including this paragraph, unless otherwise authorized by the Contracting Officer.

(End of clause)

H.10 HOMELAND SECURITY PRESIDENTIAL DIRECTIVE 12 (HSPD 12)

PURSUANT TO EXECUTIVE ORDER (E.O.) 13467, E.O. 13488 AND OFFICE OF PERSONNEL MANAGEMENT (OPM) REGULATIONS - AGENCY SECURITY REQUIREMENTS FOR CONTRACTOR PERSONNEL

To safeguard the EPA workforce and comply with Homeland Security Presidential Directive 12 (HSPD-12), Executive Order (E.O.) 13467, E.O. 13488 and Office of Personnel Management (OPM) regulations, the EPA requires the following:

- **For Unescorted Access for 6 Months or Less**

Contractor employees needing unescorted physical access to a controlled EPA facility¹ for 6 months or less must be determined by the EPA to be fit before being issued a physical access badge (picture ID). A fitness determination is, per E.O. 13488, a decision by an agency that an individual has or does not have the required level of character and conduct necessary to perform work for or on behalf of a federal agency as a contractor employee. A favorable fitness determination is not a decision to contract with an individual. Contractor employees must undergo, at a minimum, an FBI fingerprint check of law enforcement and investigative indices

¹ A controlled facility is an area to which security controls have been applied to protect agency assets. Entry to the controlled area is restricted to personnel with a need for access.

(see Section 2).

- **For Unescorted Access for More than 6 Months**

Contractor employees needing unescorted access to a controlled EPA facility for more than 6 months are required to have an HSPD-12 smart card, called an EPASS badge. Eligible contractor employees must have a completed or initiated background investigation at the National Agency Check and Inquiries (NACI) level or above, comply with all other investigative and HSPD-12-related requirements, and be determined by the EPA Personnel Security Branch (PSB) to be fit (see Section 3). "Initiated" means that all initial security requirements have been met (paperwork is completed, submitted, and PSB-approved; favorable fingerprint results have been received; funding has been provided to cover the cost of the investigation; and PSB has sent notification that the individual may begin work).

To ensure timely contract performance, the contractor must be prepared to immediately submit upon contract award the contractor employee information detailed in Section 1.c. This applies also to incumbent contractors' employees for follow-on acquisitions. All contractor employees under a new contract are subject to the requirements in Sections 2 or 3; however, the time needed to meet security requirements may be shorter for personnel who already have a favorable fitness determination.

Contractor employees may begin work on the contract start date provided all applicable documentation in Sections 1, 2, and 3 has been received by the EPA and there is no derogatory information to preclude a favorable determination. Timely submission of contractor employees' security forms and other required documentation is essential.

A favorable determination may be revoked at any time should the EPA discover derogatory information that deems a contractor employee unfit. Contractor employees deemed unfit will not be allowed to continue under the contract, and the contractor will be responsible for providing replacements acceptable to the EPA.

The EPA may make a determination of a contractor employee's fitness at any of the following points:

- When the EPA prescreens the individual's security forms. "Red flag" issues include:
 - Having been fired from a previous job or having left under unfavorable circumstances within the past 5 years (or longer, depending on the security form questions and type of investigation);
 - Failure to register with the Selective Service System (applies to male applicants born after December 31, 1959);
 - Within the past 5 years (or longer, depending on the security form questions and type of investigation), any arrest, charge, or conviction that has been upheld for violent or dangerous behavior or a pattern of arrests that demonstrates disregard for the law;
 - Illegal drug use within the previous year, or drug manufacture or other involvement for profit within the past 5 years (or longer, depending on the security form questions and type of investigation).
- When FBI fingerprint results are returned to the EPA;
- When OPM returns the individual's investigative results to the EPA;
- When the EPA becomes aware that the contractor employee may not be fit to perform work for or on behalf of a federal agency. The contractor is responsible for monitoring its employees'

fitness to work and notifying the EPA immediately of any contractor employee arrests or illegal drug use.

1) Initial Contractor Requirements

This section contains the contractor's initial security requirements, which must be met before contractor employees can perform work **on-site** at EPA under this contract.

- a) The contractor must identify a point of contact (POC) and alternate POC to facilitate security processes.
- b) The contractor must ensure that all foreign nationals who will work under this contract have a valid U.S. Immigrant Visa or nonimmigrant Work Authorization Visa. The contractor must use E-Verify to verify employment eligibility as required by the FAR.
- c) The EPA requires contractor employee information for the investigative and EPASS processes. Immediately upon contract award or anytime new personnel are brought onboard, the contractor POC must log on to a secure, EPA-identified portal, create an account, and submit complete contractor employee information: Full name (as found on employment records and driver's license), Social Security number, date of birth, place of birth (city, state, country), citizenship, employee email address, EPA Program Office or Regional Office, and EPA work city and state. Note: Incomplete names, inaccurate names, and nicknames are unacceptable and may delay contractor employees' start date. Instructions and the portal link will be provided upon contract award.
- d) EPA will provide the login information for the portal. After submission of the contractor employees' data, the Task Order Contracting Officer's Representative (TOCOR) will notify the contractor POC if additional information or corrections are required. The TOCOR's approval of the information triggers the investigative and EPASS processes.

2) Requirements for Contractor Employees Needing Unescorted Access for 6 Months or Less

This section contains the requirements for contractor employees who are not eligible for an EPASS badge but who need unescorted physical access. The minimum security requirement is an FBI fingerprint check.

- a) Before the contractor employee can begin work on-site at the EPA:
 - i) He/she must be fingerprinted by the EPA; arrangements will be made by the TOCOR.
 - ii) The contractor employee must satisfactorily respond to all questions/information requests arising from the EPA's review of the fingerprint results.
 - iii) The EPA must determine that the fingerprint results are favorable.

Once all requirements in Section 2(a) are met, the TOCOR/PO and contractor employee will be

notified that the contractor employee can start work. Contractor employees will be issued a physical access badge and may work on-site at EPA. Contractor employees must sign a receipt acknowledging responsibility to safeguard the badge and surrender it when required (see Section 4.b).

3) Requirements for Contractor Employees Needing Unescorted Access for more than 6 Months

This section contains the requirements for contractor employees who are eligible for an EPASS badge and who must have, at a minimum, a NACI background investigation completed or initiated. Contractor employees needing access to sensitive information or otherwise occupying moderate or high-risk positions must undergo an investigation above the NACI level. The EPA will assign a position risk level to each position on the contract and identify which contractor employees are EPASS-eligible.

- a) EPASS-eligible contractor employees must undergo a background investigation appropriate to the risk level of the position occupied, as specified by the EPA; the minimum acceptable investigation is a NACI.
- b) Employees who have previously undergone a federal background investigation at the required level and who have worked for or on behalf of the federal government without a break in service since the investigation was completed may not need a new investigation. The EPA will verify the investigative information and notify the contractor employee and TOCOR if a new investigation is required. If an investigation is not needed, the contractor employee must still be fingerprinted by the EPA for an FBI fingerprint check and have favorable fingerprint results returned before beginning work on-site at EPA.
- c) Before beginning work on-site at the EPA, contractor employees who require a new background investigation must:
 - i) Complete and submit the appropriate OPM security questionnaire specified by the EPA via OPM's e-QIP system. Access to e-QIP will be provided by the EPA; the questionnaires are viewable at www.opm.gov/forms. Foreign national contractor employees must, on the security questionnaire, provide their alien registration number or the number, type, and issuance location of the visa used for entry to the United States.
 - ii) For a NACI only, also complete the OF 306, Declaration for Federal Employment, as required by OPM for any NACI and available at http://www.opm.gov/forms/pdf_fill/of0306.pdf. Contractor employees must answer questions 1-13 and 16, then sign the form on the "Applicant" line, 17a.
 - iii) Follow all instructions on the form(s), answer all questions fully, and submit signature pages as directed by the EPA.
 - iv) Be fingerprinted by the EPA; arrangements for fingerprinting will be made by the TOCOR.
 - v) Satisfactorily respond to all questions/information requests arising from the EPA's review of the forms or fingerprint results.
 - vi) Receive favorable fingerprint results.

- d) Once all requirements in Section 3(c) are met, the TOCOR/PO and contractor employee will be notified that the contractor employee can start work. Contractor employees may work on-site at EPA while OPM conducts the background investigation.
- e) At a time and location specified by the EPA, contractor employees must report in person for EPASS identity (ID) proofing and show two unexpired forms of identification from the lists on Department of Homeland Security Form I-9. At least one of the documents must be a valid, unexpired state or federal government-issued photo ID; non-U.S. citizens must show at least one ID from Column A on Form I-9.
- f) Before being issued an EPASS badge, contractor employees must sign a receipt acknowledging responsibility to safeguard the badge and surrender it when required (see Section 4.b). Contractor employees must meet all EPASS badge life-cycle requirements.
- g) A contractor employee has the right to appeal, in writing through the contractor POC to the TOCOR, the denial or revocation of an EPASS badge. If the TOCOR believes the appeal is justified, he/she will forward it to the Security Management Division (SMD). SMD's decision on behalf of the EPA will be final.

4) Ongoing Contractor Security Responsibilities

- a) The contractor POC must immediately provide updated information via the secure portal when new contractor employees are added to the contract. These contractor employees must meet all initial investigative requirements before beginning work on-site at EPA. The contractor POC must also update information via the secure portal whenever a contractor employee leaves the contract.
- b) The contractor POC must ensure that all EPA physical access and EPASS badges are returned to the TOCOR as soon as any of the following occurs, unless otherwise determined by the Agency: (i) when the badge is no longer needed for contract performance; (ii) upon completion of a contractor employee's employment; (iii) upon contract completion or termination.
- c) These EPA security requirements must be incorporated into all resulting subcontracts wherein contractor personnel working under the subcontract require EPA physical access.

H.11 1552.235-76 TREATMENT OF CONFIDENTIAL BUSINESS INFORMATION (TSCA) (APR 1996)

(a) The Project Officer (PO) or his/her designee, after a written determination by the appropriate program office, may disclose confidential business information (CBI) to the Contractor necessary to carry out the work required under this contract. The Contractor agrees to use the CBI only under the following conditions:

- (1) The Contractor and Contractor's employees shall (i) use the CBI only for the purposes of carrying out the work required by the contract; (ii) not disclose the information to anyone other than properly

cleared EPA employees without the prior written approval of the Assistant General Counsel for Information Law or his/her designee; and (iii) return the CBI to the PO or his/her designee, whenever the information is no longer required by the Contractor for performance of the work required by the contract, or upon completion of the contract.

(2) The Contractor shall obtain a written agreement to honor the above limitations from each of the Contractor's employees who will have access to the information before the employee is allowed access.

(3) The Contractor agrees that these contract conditions concerning the use and disclosure of CBI are included for the benefit of, and shall be enforceable by, both EPA and any affected businesses having a proprietary interest in the information.

(4) The Contractor shall not use any CBI supplied by EPA or obtained during performance hereunder to compete with any business to which the CBI relates.

(b) The Contractor agrees to obtain the written consent of the CO, after a written determination by the appropriate program office, prior to entering into any subcontract that will involve the disclosure of CBI by the Contractor to the subcontractor. The Contractor agrees to include this clause, including this paragraph (b), in all subcontracts awarded pursuant to this contract that require the furnishing of CBI to the subcontractor.

(End of clause)

H.12 Clause EPA-H-42-102

EPA will utilize the FedConnect web portal in administering this contract. The contractor must be registered in FedConnect and have access to the FedConnect website located at <https://www.fedconnect.net/Fedconnect/>

SECTION I - CONTRACT CLAUSES

I-1 FAR 52.225-25 (NOV 2011) PROHIBITION ON CONTRACTING WITH ENTITIES ENGAGING IN SANCTIONED ACTIVITIES RELATING TO IRAN-- REPRESENTATION AND CERTIFICATION.

(a) *Definitions.* As used in this provision -

Person--

(1) Means--

(i) A natural person;

(ii) A corporation, business association, partnership, society, trust, financial institution, insurer, underwriter, guarantor, and any other business organization, any other nongovernmental entity, organization, or group, and any governmental entity operating as a business enterprise; and

(iii) Any successor to any entity described in paragraph (1)(ii) of this definition; and

(2) Does not include a government or governmental entity that is not operating as a business enterprise.

Sensitive technology--

(1) Means hardware, software, telecommunications equipment, or any other technology that is to be used specifically--

(i) To restrict the free flow of unbiased information in Iran; or

(ii) To disrupt, monitor, or otherwise restrict speech of the people of Iran; and

(2) Does not include information or informational materials the export of which the President does not have the authority to regulate or prohibit pursuant to section 203(b)(3) of the International Emergency Economic Powers Act (50 U.S.C. 1702(b)(3)).

(b) The offeror shall email questions concerning sensitive technology to the Department of State at CISADA106@state.gov.

(c) Except as provided in paragraph (d) of this provision or if a waiver has been granted in accordance with 25.703-4, by submission of its offer, the offeror--

(1) Represents, to the best of its knowledge and belief, that the offeror does not export any sensitive technology to the government of Iran or any entities or individuals owned or controlled by, or acting on behalf or at the direction of, the government of Iran; and

(2) Certifies that the offeror, or any person owned or controlled by the offeror, does not engage in any activities for which sanctions may be imposed under section 5 of the Iran Sanctions Act. These sanctioned activities are in the areas of development of the petroleum resources of Iran, production of refined petroleum products in Iran, sale and provision of refined petroleum products to Iran, and contributing to Iran's ability to acquire or develop certain weapons or technologies.

(d) Exception for trade agreements. The representation requirement of paragraph (c)(1) and the certification requirement of paragraph (c)(2) of this provision do not apply if--

(1) This solicitation includes a trade agreements notice or certification (e.g., 52.225-4, 52.225-6, 52.225-12, 52.225-24, or comparable agency provision); and

(2) The offeror has certified that all the offered products to be supplied are designated country end products or designated country construction material.

I-2 FAR 52.217-8 (NOV 1999) OPTION TO EXTEND SERVICES.

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within 60 days of contract expiration date.

SECTION J - LIST OF DOCUMENTS, EXHIBITS AND OTHER ATTACHMENTS

J.1 52.252-100 LIST OF ATTACHMENTS

| Attachment Number | Attachment Title | Date | Number of Pages |
|------------------------------|---|-------------|----------------------------|
| 1 | Performance Work Statement for EPA Region 4 Information Technology GMPO's Supplemental Support | 04/03/2013 | 10 |
| 2 | Quality Assurance Surveillance Plan (QASP) | 04/03/2013 | 4 |
| 3 | EISB Standard Operation Procedures | 06/11/2012 | 246 |
| 4 | Regional System Lifecycle Policy | 10/31/2011 | 16 |
| 5 | List of Access to Government Property, Facilities and/or Space | 04/03/2013 | 1 |

ATTACHMENT #1

EPA REGION 4

INFORMATION TECHNOLOGY

GMPO LAN SUPPORT

PERFORMANCE WORK STATEMENT (PWS)

Attachment 1

**PERFORMANCE WORK STATEMENT
EPA Region 4 Information Technology GMPO's Supplemental Support**

April 3, 2013

SECTION 1.0 INTRODUCTION/PURPOSE

The purpose of this task order is to provide Information Technology support services including Computer, LAN, Information Center, Help Desk Support, Agency/Regional Software Support, d, Information System Programming and Support, Training, and Technical Documentation to the Gulf of Mexico Program (GMP) located at Stennis Space Center, Mississippi 39529 within Buildings 1100, 1105 and 1106. The objective of this activity is to provide support required in GMP independent of other support. This activity focuses on providing minimal ongoing support for computational (computing) infrastructure including hardware and software support, and other integrated peripherals. The contractor shall provide support for various components of the LAN and communications equipment and support provide assistance to all staff that requires hands-on assistance. The contractor shall also provide general PC problem solving and troubleshooting.

Region 4's areas of responsibility are the states of Georgia, Alabama, Florida, Kentucky, Mississippi, North Carolina, South Carolina, and Tennessee. The Information Infrastructure Branch (IIB) is responsible for all computing in Region 4, including telecommunications, systems and administrative support for all regional and national computer systems used in Region 4.

Region 4 has approximately 1,200 personal computers in the U.S. EPA, Region 4 offices, of various makes and models. New equipment of varying makes and models may be acquired by the government during the task order period of performance.

- a) **Legal Authority:** ITMRA Sec. 5112 (E)
- b) **Regulatory Authority:** Compliance with Section 508: All Electronic and Information Technology (EIT) procured through this task must meet the applicable accessibility standards at 36 CFR 1194, unless an agency exception to this requirement exists; 36 CFR 1194 implements Section 508 of the Rehabilitation Act of 1973, as amended, and is viewable at <http://accessboard.gov/sec508/508standards.htm> - Part 1194

Requirements and Deliverables for this Task Order necessitate a high degree of systems analysis, programming, user support, documentation, expertise and experience. This activity is deemed very critical and responsive to the Agency's mission.

SECTION 2.0 SCOPE

The contractor shall provide Information Technology (IT) support to include: data creation, conversion, entry and quality control, maintenance and documentation, data manipulation and retrieval, Personal Computer (PC) user support, Local Area Network (LAN) support, Blackberry and other Agency approved mobile device support, computer operations training, and telecommunications support for EPA Region 4, **Gulf of Mexico Program (GMP)**.

The majority of the workload is generated from users calling into a Help Desk, in which a "trouble ticket" is created and accessed in the Help Desk Issue Tracking System. The work to be performed includes:

- Computer operations, maintenance, and monitoring;
- Creating detailed trouble tickets for all computer, software, hardware, and telecommunication issues;
- Data generation, conversion and entry for various local and national applications systems including GIS; and Agency financial systems;
- LAN support;
- Personal Computer (PC), Blackberry other Agency approved mobile device support;
- System maintenance and documentation;
- Problem resolution, and end-user liaison and support;
- Software support;
- System augmentation and enhancement;
- User liaison and support, including training;
- Written status reports, and briefings

Places of Performance

The primary place of performance are the U.S. EPA - Region 4 **Gulf of Mexico Program (GMP)** located at Stennis Space Center, MS, and the U.S. EPA – Region 4 Atlanta Regional Office, located in the Sam Nunn Atlanta Federal Center at 61 Forsyth Street SW, Atlanta, Georgia

SECTION 3.0 TECHNICAL DEFINITIONS, ABBREVIATIONS, AND ACRONYMS

Help Desk: The Help Desk shall act as the single point of contact for routine user IT related support/service problems. The Help Desk shall support users in resolving problems and when necessary, make the appropriate referrals to EPA staff for problem resolution.

IIB: Information Infrastructure Branch

Non-standard Software: Non-standard software is defined as software not currently part of the Regional desktop image. This includes Internet downloads, demos, beta versions, EPA special purchased software, non-EPA software, Headquarters updates, and any other software not provided by the Region.

GMP: EPA Gulf of Mexico Program Office is located at Stennis Space Center, MS

TPOC: Technical Point of Contact.

TOCOR: Task Order Contract Officer Representative

SECTION 4.0 CONTRACTOR PERSONNEL MINIMUM QUALIFICATION REQUIREMENTS

Senior LAN Technician - Minimum Qualifications and Experience Requirements

- 5 years experience maintaining, troubleshooting and supporting desktop software and hardware in a Windows environment
- 3 years LAN experience with extensive knowledge of PC/LAN communications, hardware/software in a multi-protocol environment and network management software
- Expert proficiency in Microsoft Active Directory
- Experience with configuration, upgrading, and patching of Microsoft Server software BigFix or similar patch management software
- Knowledge/experience with computer hardware/software with emphasis on end-user support and training;
- Demonstrating analytical and problem solving skills in order to assist end-users with computer-related problems;
- Working as a team member to identify problems, analyze data and formulate solutions through the team process;
- Effectively communicating both orally and in writing with end users of varying technical/support levels including management, and other individuals from diverse disciplines;
- Knowledge/experience applying current information technologies, including multimedia and microcomputer applications, and their potential implications and opportunities;
- Experience with work processes, work volume, and system characteristics found in helpdesk functions;

- Experience with the technical aspects of hardware and software with regard to maintenance, routine service, updates, security and the requirements of the staff using the equipment;
- Troubleshooting computer hardware and operating system software, software components, peripherals, and Agency approved mobile devices;
- Experience with technical aspects of the hardware and software of microcomputer systems, and peripherals in regard to installation, maintenance, routine service, updates and security;
- Experience with MS Windows operating systems, MS Office products, and other Commercial off the Shelf (COTS) applications;
- Experience planning and delivering full range of customer support services to the end user to include reporting and resolving computer problems and end user training or assistance;

SECTION 5.0 TECHNICAL REQUIREMENTS

Task 1 Help Desk, Computer, Information Center, and LAN Support

The contractor shall provide support for GMPO computer services (Servers, PCs, laptops, LAN, peripherals, Blackberry and other Agency approved devices). The contractor shall provide assistance and support to all GMPO personnel through both the Information Center (for localized, hands-on assistance) and through the Region 4 Help Desk Call Center. Due to the critical nature of this requirement and the need to prevent any type of EPA work stoppage, the contractor shall ensure that any gaps in support are filled in no less than seven (7) EPA business days after the gap is created. The Info Center serves as a distribution point for equipment and materials intended for pickup and return, including a pool of regional laptops, reference books, etc, as well as other miscellaneous items required for end-user support.

The Contractor shall:

- Provide support for GMPO computer services including hardware/software support, and other integrated peripherals
- Provide support for various components of the LAN
- Perform general PC problem solving and troubleshooting
- Conduct formal and informal training through EPA approved courses on Region 4 standard software, e.g. Lotus Notes, Microsoft Word and PowerPoint, etc.
- Follow Regional policies and standard operating procedures (SOP) related to Computer, LAN, Information Center & Helpdesk Support and Training
- Troubleshoot VoIP Telephony
- Analyses and resolve telephony issues including but limited to Movia and Adobe Connect
- Provide support for various Video Media Technologies including, but not limited, to VBrick Video Solutions

Performance Requirements

The contractor shall perform the following requirements on a continuous basis as day to day duties. Deviations from this requirement will be provided to the Contractor in the form of a written technical direction document via the issues tracking system or by e-mail from the TOCOR.

Subtask 1.1 - GMPO Help Desk, Computer

- Provide assistance, problem resolution, and input trouble call tickets;
- Install regional laptops, and desktop computers;
- Install and maintain regional Blackberry mobile data devices and other Agency approved mobile devices;
- Equipment diagnostics and repair: perform tests to isolate problems and replace boards or other parts in PC and LAN computers and peripheral equipment (including laptops, PCs, mobile devices, etc.);
- Notify the TOCOR of problems or issues requiring vendor repairs within one business day of identification;
- Perform preventive maintenance activities such as cleaning printers, repairs, replacing drums and toner cartridges, and keeping computer site professional and organized;
- Interact with Regional EPA users on job related problems, questions, and issues either by phone conversations or directly as walk-ins to the Regional Information Center;
- Maintain detailed records, within the issues tracking system, of repairs and/or services including date and times, contact, service requested, location and parts;
- Install, generate, maintain, and test system software including both agency standard software and approved non-standard software;
- Develop technical instructions and procedures for current software. Test any new software prior to regional implementation. Assist in implementation of new software throughout the region;
- Maintain the Info Center equipment and software and schedule usage of the Info Center equipment by end-users;
- Maintain the ADP PC Training Room equipment and software;
- Install & upgrade software packages in the Info Center, at the user's desk, and on checkout equipment;
- Provide cabling support for existing voice and data lines and install new cabling where needed

Tier 1 telecommunication support includes, troubleshooting telephone issues, providing operations instructions, resetting voicemail passwords, device login assistance, moving telephones during move ticket completions.

Note: Occasional weekend work may be required for performance of this task.

Subtask 1.2 Region 4 GMPO Information Center (Info Center)

The contractor shall staff the Information Center to provide assistance to walk-in users in accordance with Regional Standard Operating Procedures (Attachment 3).

Performance Requirements

The contractor shall perform the following requirements on a continuous basis as day to day duties. To the extent possible all contractor staff in the task should be cross trained to perform all functions. Deviations from this requirement will be provided to the Contractor in the form of a written technical direction document via the Issues Tracking System or by e-mail from the TOCOR.

End user assistance shall be limited to Agency and Regional standard software, as determined by EPA, in use with the Regional network environment. Support routinely involves tasks related to typical PC use such as, but not limited to, assistance or instructions with Windows, LAN, software operations in the following areas. The Contractor shall:

- Maintain the Info Center equipment/material check-out system including teleconferencing phones;
- Ensure users have the necessary forms approved prior to check out or receiving service (form examples include, Equipment Checkout, Request for Administrative Rights, Non-Standard Software Registration Approval form;
- Perform inventory tracking and reporting on routine supplies (toner, keyboards, mice, etc); software/hardware requiring upgrades and additional software/hardware required to adequately support the Information Center and equipment requiring repair or servicing;
- Conduct a physical inventory recount of all supplies and equipment tracked by the CATS Inventory tracking system; report discrepancies to TOCOR;
- Provide software support to regional staff;
- Provide formal and informal PC training. Conduct EPA approved training courses on EPA Region 4 software (Notes, Microsoft products). Instructor evaluation forms shall be submitted to the EPA TOCOR

Subtask 1.3 Regional LAN Support

The Contractor shall provide assistance to the Regional LAN Administrators to achieve maximum availability.

Performance Requirements

The contractor shall perform the following requirements on a continuous basis as day to day duties.

- Interact with Regional EPA users on job related problems, questions, and issues as necessary;
- Prepare and maintain LAN related reference material, guides, and log books;
- Prepare and maintain detailed record of repair and /or services including date, time, contact, location, and parts used from inventory;
- ;
- Perform and manage daily, weekly and full data backups and recoveries as scheduled or directed by Regional Policy;
- Maintain system documentation and schematics according to Agency and/or Regional directives;
- Equipment Installation: Install computing equipment and peripherals, relocate existing equipment, reset parameters and verify proper operation, and connect equipment to EPA LAN as specified by a technical direction document received from the TOCOR;

- Act as the point of contact for repairs for all PC and LAN equipment and determine appropriate corrective action;
- Install/delete user accounts and/or groups and set/reset passwords as requested by the issue ticket;
- Create/modify batch files, install and maintain Network and a variety of application programs and database systems;
- Install, generate, maintain, and test system software including both agency standard software and agency approved non-standard software;
- Develop technical instructions and procedures for current software. Test any new software prior to regional implementation. Assist in implementation of new software throughout the region;
- Maintain the various hardware components of the LAN;
- Monitor the LAN console and other network equipment, notifying LAN/Network Administrators via e-mail, of malfunctions, problems, and errors;
- Identify and effect resolution of LAN hardware/network and software malfunctions;
- Keep current with upgrades and changes to LAN and network equipment located in the Computer Room;
- Perform LAN Server and peripheral equipment software and hardware problem resolution;
- Provide administration/management of the Windows Active Directory LAN.

Note: Occasional weekend work may be required for performance of this task.

Performance Standards

Regional Help Desk, Computer Support, and Information Center

The contractor shall meet the following performance standards for this task:

- Standards and timeframes for many of the aforementioned Performance Requirements have been established in Regional Standard Operating Procedures (SOP);
- Due to the nature of IT work, standards for requirements where SOPs have not been established will be determined by the TOCOR via the established technical direction process.

Performance Standards

Regional LAN

- Each LAN server shall be available 99% of the time, barring any catastrophic event or Time Compliance Network Orders (TCNO) during core business hours from 7:00AM to 5:00 PM Monday- Friday EST, not including Federal holidays;
- Each LAN server shall be available 95% of the time outside the core-business hours of 7:00 AM to 5:00 PM Monday- Friday EST, not including Federal holidays;
- Establish, delete, reset user accounts and passwords within two (2) days of notification of requirement;

- Daily monitor network performance, identifies, tracks, and notifies LAN/Administrators of malfunctions, problems and errors with no interruption of service to users;
- Standards and timeframes for many of the aforementioned Performance Requirements have been established in Regional Standard Operating Procedures (SOP);
- Due to the nature of IT work, Standards for requirements where SOPs have not been established will be determined by the TOCOR via the established technical direction process.

SECTION 6.0 REPORTING REQUIREMENTS

The Contractor shall provide a brief monthly narrative report via email to the TOCOR including the following information:

- Brief description of the requirement and acceptable quality level, as stated in the QASP
- Brief summary of accomplishments during the reporting period and significant events regarding the task
- Listing of deliverables provided during the reporting period and or progress on deliverable products
- Statistics detailing the numbers and type of support provided to walk-in users

Reports must be generated from the first calendar day of each month to the last calendar day of each month (i.e., January 1st through 31st, February 1st through 28th or 29th, etc.). Electronic copies of all monthly narrative and task summary reports are required by the TOCOR. The reports are due by the 20th of following month. All required final deliverables shall be provided before the expiration of the performance period.

SECTION 7.0 SECURITY, CONFIDENTIALITY & PRIVACY

Security Requirements

Confidentiality & Privacy: Refer to Section H-9 for project employee confidentiality agreement

Clearances: Refer to Section H-11 for security clearance requirement

Confidential Business Information (CBI): Refer to Section H-12 for Treatment of Confidential Business Information

FOIA Information Guidelines

- Contractor support shall be involved in the retrieval and preparation of documents responsive to Freedom of Information (FOIA) requests, based on specific requests from the TOCOR;
- The contractor may have access to sensitive data in the performance of assigned work. The contractor is prohibited from releasing any information about EPA files, data

processing activities, functions, user identifications, passwords or any other knowledge of EPA operations or data unless authorized by a designated EPA Contracting Officer;

- Each contractor employee with access to sensitive and/or confidential business information (CBI) data or systems, are required to sign a statement that they have been briefed, understood and will comply with EPA and Region 4's CBI security and privacy rules.

SECTION 8.0 GOVERNMENT QUALITY ASSURANCE

The government will monitor and evaluate the contractor's performance under the Order in accordance with the PWS performance standards identified in the Quality Assurance Surveillance Plan (QASP)

SECTION 9.0 TRAINING REQUIREMENT

The Contractors is required to meet specialized training requirements in several areas. The EPA must ensure Contractors have successfully completed commercial training within six months after beginning work on this task for the software listed below. Proof of completion will be a copy of the Contractor's certificate of successful completion for the training which was provided by the training vendor, or other documentation provided by the training vendor which certifies the successful completion of the training.

Security Training

All EPA, contractor, and grantee personnel are required to take an on-line annual Cybersecurity Awareness Training provided by the Agency.

Task Specific Training

The Contractor shall be required to keep staff trained as the Agency standard technology changes.

Help Desk, Computer, Information Center, and LAN Support

Contractors assigned to Task 2 having LAN duties must have or have the ability to successfully complete commercial training within six (6) months after beginning work on this task or within six (6) months of notification from the TOCOR for the software listed below.

- Microsoft Windows (current Agency standard version);
- VMWare;
- Citrix – (all) Virtual Desktop and Application

Contractors assigned to Task 2 having Information Center and/or Helpdesk duties must have or have the ability to successfully complete commercial training within six (6) months after

beginning work on this task or within six (6) months of notification from the TOCOR for the software listed below.

- Symantec (current Agency standard version);
- Microsoft Office Suite (current Agency standard version);
- Lotus Notes (current Agency standard version)

It is desirable for the Help Desk staff to have a working knowledge of the regional standard desktop software configured on all desktops and laptops, such as Microsoft Office (current Agency standard version, etc.) A Certificate of Completion from a commercial training group for Advanced level training received is preferred, but not required.

ATTACHMENT #2

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

U.S. Environmental Protection Agency Region 4 Information Technology GMPO's Supplemental Support

INTRODUCTION

This Quality Assurance Surveillance Plan (QASP) sets forth the procedures and guidance that the United States Environmental Protection Agency (EPA) will use in evaluating the technical performance of the contractor in accordance with the terms and conditions of the Task Order. The QASP is a document that defines how the Government will monitor the Region 4 Information Technology contractor's performance. The QASP provides a systematic method to evaluate the services the contractor is required to perform. The contractor, and not the Government, is responsible for management and quality control actions to meet the terms of the contract. The role of the government is to ensure quality assurance contract standards are achieved.

Purpose of the QASP

The QASP provides the EPA Project Officer (PO), EPA Contracting Officer (CO), and EPA Contracting Officer's Representative (COR) the ability to conduct surveillance activities of contractor performance during the life of the contract. The QASP details how and when EPA will monitor, evaluate, and document contractor performance in the areas outlined in the Performance Work Statement. The contractor develops and submits the Quality Control Plan (QCP) for Government approval in order to comply with contract deliverables. Once accepted, the contractor then uses the QCP to guide and document the implementation of the required management and quality control actions to achieve the specified results.

The QASP is intended to accomplish the following:

- a) Define the roles and responsibilities of participating Government officials;
- b) Define the key deliverables that will be assessed, rating elements, and standards of performance against which the Contractor's performance will be assessed;
- c) Describe the process of quality assurance assessment; and
- d) Define how quality assurance will be monitored.

Roles and Responsibilities of Government Officials

Contracting Officer - The government employee responsible for executing, administering, and providing direction for the task order. This person is duly appointed with the authority to enter into, administer, or terminate contracts and make related determinations and findings on behalf of the Government.

Project Officer - The government employee who is responsible for oversight of the Regional Information Technology Support Contract. The individual is designated in writing by the Contracting Officer to act as his/her authorized representative to assist in administering a contract. The source of the Project Officer authority is the Contracting Officer. The Project Officer is not empowered to make any contractual commitments or to authorize any contractual changes on the Government's behalf. Any changes that the Contractor deems may affect contract, price, terms, or conditions shall be referred to the Contracting Officer for action.

Contracting Officer's Representative - Task leader who interacts with contractor for purposes of technical direction and Clarification of Work Requests.

Key deliverables, Rating Elements, and Standards of Performance for Key Deliverables

Though the Government, through its CO/PO/COR, will monitor the Contractor's performance on a continuing basis, the volume of tasks performed by the Contractor makes technical inspections of every task and step impractical. The performance measures summary is located in the chart below. The summary includes the required service(s), performance standard(s), acceptable quality level(s), and method of surveillance, and performance incentives for each work element and is outlined below:

NOTE: Each required service should be reported in a Monthly Status Report and will be reviewed and if the AQL is not met, the monthly invoice amount will be decreased by a prorated percentage based on the number of standards for each required service, not to exceed 3%.

| Required Service/Deliverable | Standard | Acceptable Quality Level (AQL) | Method of Surveillance | Negative Incentive Payment Percentage For Not Meeting The Performance Requirements |
|--|--|--|--|--|
| TASK 1 - HELP DESK, COMPUTER, INFORMATION CENTER, AND LAN SUPPORT | | | | |
| Install regional Laptops, Desktop Computers | The standard and timeframe for this requirement have been established in Standard Operating Procedures: EISB-02 ¹ ; EISB-03 ² | At least 90% of the requests shall be completed within timeframe, unless a variation is pre-approved in writing by the COR or his/her designee | Monthly review of the previous month's requests by the COR or his/her designee | 1% of the monthly invoice submitted by contractor will be deducted |
| Perform and manage daily, weekly and full data backups and recoveries as scheduled or directed by Regional Policy | The standard and timeframe for this requirement will be determined by the COR or his/her designee, via the established work request Process | At least 90% of the requests shall be completed within timeframe, unless a variation is pre-approved in writing by the COR or his/her designee | Monthly review of the previous month's requests by the COR or his/her designee | 1% of the monthly invoice submitted by contractor will be deducted |
| Install/delete user accounts and/or groups and set/reset passwords | The contract shall establish/delete, set/reset user accounts and passwords within 2 days of notification of the requirement | At least 90% of the requests shall be completed within timeframe, unless a variation is pre-approved in writing by the COR or his/her designee | Monthly review of the previous month's requests by the COR or his/her designee | 1% of the monthly invoice submitted by contractor will be deducted |
| Create/modify batch files, install and maintain Network and a variety of application programs and database systems | The standard and timeframe for this requirement will be determined by the COR or his/her designee, via the established work request process | At least 90% of the requests shall be completed within timeframe, unless a variation is pre-approved in writing by the COR or his/her designee | Monthly review of the previous month's requests by the COR or his/her designee | 1% of the monthly invoice submitted by contractor will be deducted |
| Maintain the various hardware components of the LAN Perform LAN Server, peripheral equipment, software, and hardware problem resolution | Contractor actively monitors network performance, identifies, tracks, and when needed, repairs/corrects problems with no interruption of service to user | Equipment failures, non-availability, or maintenance shall not interfere with operations for more than 20 minutes during normal business hours | Review of Monthly status reports and Technical Interchange meetings | 1% of the monthly invoice submitted by contractor will be deducted |

¹ Standard Operating Procedure (SOP) for Receiving & Installing Non-Network Laptop Computers In Region 4 – EISB-02

² Standard Operating Procedure (SOP) for Receiving & Installing Desktop Computers In Region 4 – EISB-03

| Required Service/Deliverable | Standard | Acceptable Quality Level (AQL) | Method of Surveillance | Negative Incentive Payment Percentage For Not Meeting The Performance Requirements |
|---|---|---|---|--|
| Provide administration & management of the Windows Active Directory LAN Monitor the LAN console and other network equipment Identify and effect resolution of LAN hardware/network and software malfunctions | Contractor actively monitors network performance, identifies, tracks, and notifies LAN/Network Administrators of malfunctions, problems, and errors with no interruption of service to user | Failures, non-availability, or maintenance shall not interfere with operations for more than 20 minutes during normal business hours | Review of Monthly status reports and Technical Interchange meetings | 1% of the monthly invoice submitted by contractor will be deducted |
| Keep current with upgrades and changes to LAN and network equipment located in the Computer Room | The standard and timeframe for this requirement will be determined by the COR or his/her designee, via the established work request process | At least 90% of the requests shall be completed within the timeframe specified on the work request form. Deviations to the timeframe must be pre-approved in writing by the COR or his/her designee | All work requests shall be reviewed the by the COR or his/her designee for adherence to schedule and requirements of the work request | 1% of the monthly invoice submitted by contractor will be deducted |
| Provide assistance to the Regional LAN Administrator to achieve maximum availability | LAN server will be available 99% of the time, barring any catastrophic event during core business hours. LAN server will be available 95% of the time outside the core-business hours | No deviation acceptable without pre-approved in writing by the COR or his/her designee | Monthly review of the previous month's requests by the COR or his/her designee | 1% of the monthly invoice submitted by contractor will be deducted |
| Provide support for GMPO computer services. Provide assistance and support to all personnel. Act as the point of contact for repairs for all PCs and LAN and determine appropriate corrective action | The standard and timeframe for this requirement have been established in Standard Operating Procedure EISB-01 ³ | At least 90% of the requests shall be completed within timeframe, unless a variation is pre-approved in writing by the COR or his/her designee. | Monthly review of the previous month's requests by the COR or his/her designee | 1% of the monthly invoice submitted by contractor will be deducted |
| Maintain materials and equipment intended for pickup and return. Examples include Equipment Checkout. Request for Administrative Rights and Non-Standard Software Registration Approval forms, etc, as well as miscellaneous items required for an end-user support | The standard and timeframe for this requirement have been established in Standard Operating Procedure EISB-01 ⁴ | At least 90% of the requests shall be completed within timeframe, unless a variation is pre-approved in writing by the COR or his/her designee. | Monthly review of the previous month's requests by the COR or his/her designee | 1% of the monthly invoice submitted by contractor will be deducted |

³ Standard Operating Procedure (SOP) for CATS Helpdesk – EISB-01

| Required Service/Deliverable | Standard | Acceptable Quality Level (AQL) | Method of Surveillance | Negative Incentive Payment Percentage For Not Meeting The Performance Requirements |
|--|---|---|---|--|
| Install and maintain regional Blackberry mobile data devices | The standard and timeframe for this requirement will be determined by the COR or his/her designee, via the established work request process | At least 90% of the requests shall be completed within timeframe, unless a variation is pre-approved in writing by the COR or his/her designee. | Monthly review of the previous month's requests by the COR or his/her designee | 1% of the monthly invoice submitted by contractor will be deducted |
| Install and maintain all existing data and voice cables. Run/install new cables where needed | The standard and timeframe for this requirement will be determined by the COR or his/her designee, via the established work request process | At least 90% of the requests shall be completed within timeframe, unless a variation is pre-approved in writing by the COR or his/her designee. | Monthly review of the previous month's requests by the COR or his/her designee | 1% of the monthly invoice submitted by contractor will be deducted |
| Develop technical instructions and procedures for current software. Test new software prior to regional implementation. Assist in the implementation of new software throughout the region | The standard and timeframe for this requirement will be determined by the COR or his/her designee, via the established work request process | At least 90% of the requests shall be completed within timeframe, unless a variation is pre-approved in writing by the COR or his/her designee. | Monthly review of the previous month's requests by the COR or his/her designee | 1% of the monthly invoice submitted by contractor will be deducted |
| Conduct formal and informal training through EPA approved courses on Region 4 standard software, e.g. Lotus Notes, Microsoft Word and PowerPoint, etc. | The standard and timeframe for this requirement will be determined by the COR or his/her designee, via the established work request process | At least 90% of the requests shall be completed within the timeframe specified on the work request form. Deviations to the timeframe must be pre-approved in writing by the COR or his/her designee | All work requests shall be reviewed the by the COR or his/her designee for adherence to schedule and requirements of the work request | 1% of the monthly invoice submitted by contractor will be deducted |

⁴ Standard Operating Procedure (SOP) for CATS Helpdesk – EISB-01

ATTACHMENT #3

EISB Standard Operation Procedures

ATTACHMENT #4

REGIONAL SYSTEM

LIFE CYCLE POLICY

System Life Cycle Management

Standard Policy



Region 4

October 31, 2011
Version 2.0

Revision History

| Revision | Date | Author | Description |
|----------|------------------|--------|---|
| v1.0 | October 3, 2008 | EPA | Initial publication |
| v2.0 | October 31, 2011 | EPA | Recertification based on 3-year review cycle. Format changes applied to document in accordance with EISB policy format established in 2010. |

Disclaimer

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1 Authority

This section provides the purpose and scope of the EPA Region 4 System Life Cycle Management (SLCM) Policy.

1.1 Purpose

The System Life Cycle Management Policy promotes effective and efficient solutions for designing and operating information systems, through a process of progressive steps that ensures proper management review and approval, and integration with the agency's IT investment management process, allowing flexibility to accommodate varying developmental approaches.

1.2 Scope

This policy applies to all information systems developed, enhanced, or maintained by or for Region 4, including commercial off-the-shelf software (COTS) and government off-the-shelf acquisitions (GOTS). This also includes applications and general support systems, whether internal or contractual, IT infrastructure, programmatic and administrative systems and projects.

This policy also applies to anyone or any group who develops, uses, supports, is responsible for, and/or operates an information system to collect or maintain information on behalf of Region 4.

1.3 Transition

In order to provide for an orderly transition, projects that were in an "in-progress" state when the Policy was implemented on October 3, 2008:

- do not need to re-document phases that have been completed and documented prior to Policy issuance.
- must begin meeting the requirements of the Policy based on the stage/phase that they are in when this Policy was issued.

Only new work from the original approval date of this Policy (October 3, 2008) is expected to conform to all the requirements of this System Life Cycle Management Policy.

1.4 References

- Chief Financial Officers Act of 1990
- Clinger-Cohen Act of 1996, formerly the Information Technology Management Reform Act
- Paperwork Reduction Act (PRA) of 1980, as amended by the Paperwork Reduction Act of 1995
- Federal Information Security Management Act of 2002 (FISMA)
- Government Paperwork Elimination Act (GPEA) of 1998
- Privacy Act of 1974, as amended
- High Performance Computing Act of 1991
- Executive Order No. 13011 of July 16, 1996, Federal Information Technology
- Presidential Decision Directive 63 (PDD 63), Protecting America's Critical Infrastructures, May 1998
- Joint Federal Management Improvement Program, "Framework for Federal Financial Management Systems," April 2004
- Section 508 of the Rehabilitation Act (29 U.S.C. 794d), as amended by the Workforce Investment Act of 1998 (P.L. 105-220), August 7, 1998

1.5 Related Documents

1.5.1 General

- Interim Agency System Life Cycle Management Procedures
http://intranet.epa.gov/otop/policies/Extended_InterimProcedures.pdf
- EPA IRM Policy Manual
<http://intranet.epa.gov/policy/index.htm>
- EPA Order 2100.1, Accessible Electronic and Information Technology, January 2002
<http://intranet.epa.gov/rmpolicy/ads/transorders.htm>
- December 1, 2006 Memo from Assistant Regional Administrator Subject: Region 4 Computer Desktop Standard
<http://d0404jr4ay003.aa.ad.epa.gov/infosec/desktopstandardmemo.htm>
- October 5, 2004 Memo from Assistant Regional Administrator & SIRM Subject: Desktop Printers
http://d0404jr4ay003.aa.ad.epa.gov/opm/imb/desktop_printer_policy.htm
- December 1, 2006 Memo from Assistant Regional Administrator Subject: Interim Policy for Protecting Personally Identifiable Information (PII)
<http://d0404jr4ay003.aa.ad.epa.gov/infosec/interminpiipolicymemo.htm>

1.5.2 Systems Life Cycle

- EPA Order 2195.1A4, Agency Network Security Policy, March 2001
<http://intranet.epa.gov/rmpolicy/ads/transorders.htm>
- OCFO Policy Announcement 01-03, May 23, 2001
<http://intranet.epa.gov/ocfo/policies/policy/pa01.htm>
- OCFO Policy Announcement 01-10, September 28, 2001
<http://intranet.epa.gov/ocfo/policies/policy/pa01.htm>

1.5.3 Management Review and Approval

- EPA Order 2120.2, Enterprise Architecture Policy, March 2005
http://epawww.epa.gov/rmpolicy/ads/orders/2120_2.pdf
- EPA Order 2100.2A1, Information Technology Capital Planning and Investment Control (CPIC), June 2002
http://intranet.epa.gov/rmpolicy/ads/orders/2100_2a1.pdf
- CPIC Procedures for the OMB Exhibit 300, December 2004
http://intranet.epa.gov/otop/policies/cpic_procedures_122904_final.pdf
- Earned Value Management Procedures, Addendum to CPIC Procedures, December 2004
http://intranet.epa.gov/otop/policies/evm_procedures_dec18_2004_v4.pdf

1.5.4 System Classification

- NIST FIPS Pub 199, "Standards for Security Categorization of Federal Information and Information Systems"
<http://csrc.nist.gov/publications/fips/index.html>
- NIST Special Publication 800-60, "Guide for Mapping Types of Information and Information Systems to Security Categories," June 2004
http://csrc.nist.gov/publications/nistpubs/800_60/SP800_60V1_final.pdf
- OMB Circular A-11,
Section 52, Information on Financial Management
Section 53, Revised, Information Technology and E-Government
- OMB Circular A-127, Section 8, Revised, Financial Management Systems
- OMB Circular A-130, Revised, Management of Federal Information Resources
- OMB Memorandum 00-07, "Incorporating and Funding Security and Information System Investments," February 28, 2000
- OMB Memorandum 02-01, "Guidance for Preparing and Submitting Security Plans of Action and Milestones," October 17, 2001

1.5.5 System Life Cycle Management

- EPA National Records Management Program (NRMP)
<http://www.epa.gov/records/index.htm>
- NIST Special Publications for Security Guidance
<http://csrc.nist.gov/publications/nistpubs/>
- NIST Special Publication 800-64, "Security Considerations in the Information System Development Cycle," October 2003
<http://csrc.nist.gov/publications/nistpubs/800-64/NIST-SP800-64.pdf>

1.6 SLCM Roles and Responsibilities

The purpose of this section is to define the responsible regional personnel and their assigned system roles and responsibilities:

| Role | Responsibilities |
|---|--|
| Environmental Information Solutions Branch Chief/Information Management Officer | <ul style="list-style-type: none"> • Maintains the System Life Cycle Management Policy. • Defines, identifies, develops, approves, issues and communicates procedures, technical operations, standards, and guidance in support of this policy. • Leads the development and maintenance of regional compliance with the Agency's target Enterprise Architecture in conjunction with the SLCM Policy. • Ensures the Quality and Information Council (QIC) is apprised of major SLC issues as appropriate. • Monitors and ensures compliance with SLC Policy for regional systems. • Reviews and concurs on waivers to the SLCM Policy as applicable. • Reviews and advises on System Management Plans (SMPs) as appropriate. |
| Office of Budget and Acquisition Management | <ul style="list-style-type: none"> • Ensures the SLCM Policy is incorporated, as appropriate, in requests for proposals, contracts and assistance agreements. |
| Information Security Officer (ISO) | <ul style="list-style-type: none"> • Ensures that responsible program offices and individuals are cognizant of security requirements and processes that must be considered throughout the system's life cycle (not certification and accreditation, not system security design, not enforcement of security policy) |
| System Sponsors/Owners | <ul style="list-style-type: none"> • Concurs on waivers from the SLC, as applicable. • Authorizes, approves and ensures adequate funding and resources during the system life cycle of an information system. • Appoints System Owners manager and authorizes those individuals to initiate system development. |

| Role | Responsibilities |
|--------------------------------|---|
| Project Manager/System Manager | <ul style="list-style-type: none"> • Manages the project through its life cycle. • Monitors compliance with the SLCM Policy. • Ensures compliance to Section 508 requirements during the SLC. • Reviews System Management Plans (SMPs). • Provides day-to-day management of the system life cycle process and products within the program(s). • Ensures the system advances through the SLC phases and sub-phases. • Manages the records related to a system's life cycle. • Identifies and keeps management apprised of project issues and risks. • Coordinates SLC development activities with those of the Region 4 IT investment management processes. • Recommends and prepares written justification for waivers and documents them in the SMP. |
| Privacy Act Officer | <ul style="list-style-type: none"> • Ensures that adequate safeguards against disclosure of information protected under the Privacy Act are incorporated into the system. |

1.7 Definitions

Application - The use of information resources (information and information technology) to satisfy a specific set of user requirements (OMB A-130, App. III). In particular, an application is usually considered to be the software component of a system. An application runs on, and may or may not be part of, a general support system. The terms "application" and "information system" are sometimes used interchangeably although the latter has a broader definition.

Capital Planning and Investment Control (CPIC) process - The decision-making process for ensuring information technology investments that integrates strategic planning, budgeting, procurement, and the management of IT in support of Agency missions and business needs. The term comes from the Clinger-Cohen Act of 1996 and generally is used in relationship to IT management issues.

Checkpoint (aka "Milestone") - A specific point during the system life cycle when the system owner assesses the progress of the SLC development process to ensure that the activities associated with this process are coordinated with and support all agency requirements.

Commercial Off-the-Shelf (COTS) - A product or information system available in the commercial market place. COTS products are sold to the general public in the course of normal commercial business operations at prices based on established catalog or market prices (Federal Acquisition Regulations). COTS products are delivered with pre-established functionality, although some degree of customization is often possible.

Contingency and COOP Planning - This planning is necessary to ensure the capability to perform a Regional function supported by an application in the event of failure of its automated support.

General Support System - As defined by OMB Circular A-130, Appendix III, it is an interconnected set of information resources under the same direct management control which shares common functionality. A system normally includes hardware, software, information, data, applications, communications and people.

Government Off-the-Shelf (GOTS) - A product developed by or for a government agency and that can be used by another government agency with the product's pre-established functionality and little or no customization.

Information Resources Management (IRM) - The process of managing information resources to accomplish agency missions and to improve agency performance, including through reduction of information collection burdens on the public. It includes planning, budgeting, organizing, directing, training and administrative control associated with government information resources.

Information System Projects - A discrete set of information resources organized for the collection, processing, maintenance, use, sharing, dissemination, and disposition of information. The term can refer to an application, a system, or a general support system.

Major Application/System - As defined by OMB Circular A-130, Appendix III, an application or system that requires special attention to security due to the risk and magnitude of the harm resulting from the loss, misuse, or unauthorized access to or modification of the information in the application.

Solution - A comprehensive architectural response to a business problem. Solutions address all layers of the Enterprise Architecture - strategy, business, data, applications and technology/security.

System - An interconnected set of information resources under the same direct management control that share common functionality. Throughout this document, system refers to that part of the system that is being developed or modified.

System Classification - EPA utilizes the Major Applications and General Support Systems categories defined in OMB Circular A-130, Appendix III, and the Major Investment category defined in the CPIC process. In addition, FIPS PUB 199 sets mandatory standards for categorizing Federal information systems. The use of FIPS PUB 199 in categorizing systems and information in combination with a risk assessment directly impacts the selection of security control requirements within the systems life cycle process. NIST Special Publication 800-60, "Guide for Mapping Types of Information and Information Systems to Security Categories" assists Federal agencies in categorizing information systems in relation to the mandatory standards in FIPS PUB 199.

System Management Plan (SMP) - The primary managerial document in the life of an information system. The required documentation in the SMP varies by the classification of the system.

1.8 Recertification

The recertification date of this System Life Cycle Management Policy is three (3) years from the approval date.

1.9 Additional Information

For questions about this Policy, please contact Angela Palmer, Application Development Manager, Computer & Telecommunications Section, Environmental Information Solutions Branch at 404-562-8035.

Concurrence/Approval

Submitted By:

Angela Palmer

Signature



10/27/2011
Date Signed

Angela Palmer
Application Development Manager
Environmental Information Solutions Branch
Region 4 – Atlanta, GA

Review:

Michael Dapkus

Signature



10/27/2011
Date Signed

Michael Dapkus
Database Administrator / Technical ISO
Environmental Information Solutions Branch
Region 4 – Atlanta, GA

Concurrence:

Donald Westra

Signature



10/27/11
Date Signed

Donald Westra, Chief
Computer and Telecommunications Section
Environmental Information Solutions Branch
Region 4 – Atlanta, GA

Approved By:

Keith R. Mills

Signature



10/28/11
Date Signed

Keith R. Mills, Chief
Environmental Information Solutions Branch
Region 4 – Atlanta, GA

2 System Life Cycle Phases

2.1 General

The Region 4 System Life Cycle (SLC) is an ordered series of phases through which systems are defined, developed, implemented, operated and terminated.

Information security considerations, activities and documentation must be performed at each phase of the SLC in accordance with Regional Policies, Agency policies and applicable Federal statutes, regulations, Executive Orders, OMB Circulars, industry best practices and other applicable guidance.

IT Investment Management considerations, activities and documentation must be performed based on applicable Regional, Federal and Agency requirements as the information system proceeds through its life cycle.

The Life Cycle phases and sub-phases needed to deliver a desired information system must be identified, planned for and executed based on the specific requirements of the information system. The order of implementing the phases and the level of detail required to complete them will vary on a system-by-system basis. For each project, the key to effectively using the SLC methodology lies in adapting the Life Cycle phases, sub-phases and deliverables to best suit the needs and characteristics of the project. Such adaptation must be documented and, if appropriate, approved through the waiver process.

All information system development or acquisition projects must utilize recognized project management and support activities, processes and techniques.

Whenever possible, Region 4 information system requirements should be met by using information systems that currently exist within the Region or Agency instead of initiating a new development project. This means using commercial off-the-shelf software (COTS) products or using products/systems developed in other government agencies (GOTS). This may include modifying regional business processes to match the functional features of the products rather than modifying the product itself.

Systems must be developed in a rigorous manner that reduces and manages risk. To reduce the risk of failed systems, all Major Applications and General Support Systems and systems considered to be Major Investments in the CPIC process will be developed using a methodology consistent with EPA technical standards, that promotes sound development practices, on time and on budget delivery, consistent with Earned Value Management (EVM). If offices would like to propose a methodology as equivalent to current methodologies listed in Region 4 technical standards, then they may submit their proposal for either a waiver or as an addition to the standard. All submissions will be considered.

2.2 System Life Cycle Phases, Security and Cost Accounting

A system life cycle at Region 4 consists of five phases:

- Definition
- Development or Acquisition
- Implementation
- Operation and Maintenance
- Termination

These phases are divided into sub-phases. System documentation must be reviewed, revised and updated as needed based on various requirements throughout the life cycle.

2.2.1 Definition

In the Definition Phase, a Region 4 business need is defined and the purpose, scope and requirements of the proposed information system are documented as solutions reviewed and approved. Security planning for the system must begin during this phase by designating or, if necessary, revising information sensitivity levels, conducting a risk assessment, and developing a baseline security plan. The System Management Plan (SMP) is developed during this phase. The Definition Phase includes three sub-phases: Initiation, Concept Definition, and Requirements Definition.

2.2.2 Development or Acquisition

During the Development or Acquisition Phase, the information developed in the Definition Phase is utilized to design, develop and/or acquire the required information system that meets the Region 4 business need. During this phase, the security requirements of the system are developed. The security risk assessment and security plan must be based on technology solutions. Contingency plans or continuity of operations plans (COOP) must be developed. The Development or Acquisition Phase includes two sub-phases: Design and Construction.

2.2.3 Implementation

During the Implementation Phase, the system is established in a production environment. Data are converted as needed, and sample testing is conducted to verify the system. During this phase, security features and plans are configured, enabled and tested. Also, security certifications must be conducted. Written authorization to process must be completed during this phase prior to beginning operations. The Implementation Phase includes two sub-phases: Testing and Implementation.

2.2.4 Operation and Maintenance

During the Operation and Maintenance Phase, the system is operated and maintained. Periodic risk assessments, testing, certification and reauthorization are also conducted during this phase.

2.2.5 Termination

During the Termination Phase, the operation of the system ends in a planned, secure, orderly manner, including archiving system components and data or incorporating them into other systems as required, and securely disposing of hardware and software as appropriate.

The procedures, standards and guidance supporting this policy list the specific activities and documents that are required during each phase and sub-phase of the life cycle.

3 System Life Cycle Management

3.1 Management Review and Approval

All Region 4 information system development projects must have a documented, designated System Sponsor, System Owner, System Manager and Project Manager with unique system management, review, and approval functions to support the system life cycle management process. (See *Section 1.6 Roles and Responsibilities*).

Region 4 management responsible for a system must review the system's decision documents at each SLC phase, and such review and approval must be documented in the system's decision documents.

All information systems must be justified to the appropriate management for approval prior to the incremental expenditure of resources.

All information systems must have a written management approval before being deployed. Major investments in information systems must be approved by the Quality and Information Council (QIC).

When a system is owned by more than one program, a management steering committee comprised of senior management officials with approval authority from the affected offices must be created to address cross program issues, including funding and program requirements.

Advancement from one SLC phase or sub-phase to the next may require an IT investment management review. These reviews are designated "Checkpoints" (see *Section 1.7 Definitions*) and management must ensure they take place. When a checkpoint review is required, management must not advance a system without documented, written approval from that review.

3.2 System Classification

The category of a system guides the life cycle activities that need to occur within each phase. This includes the necessary system documentation and level of detail, and the degree of adaptability appropriate to best suit the needs and characteristics of the project.

3.3 System Life Cycle Management

The System Manager and Project Manager are responsible for ensuring that the system advances in an orderly fashion through the SLC phases and sub-phases. System products should take into account the EPA's Information Quality Guidelines.

The System Management Plan (SMP) is the primary managerial document in the life of an information system, and is required for all information system projects subject to this Policy. The SMP, produced by the System Manager, must include the basic Life Cycle management information required for the System Owner to approve the appropriate "Checkpoints" in the SLC phases.

The SMP is created in the Definition Phase and updated and supplemented continuously throughout the system's life cycle. The level of detail of each section should be consistent with the size of the system it documents. SMP requirements are the same for both general support/infrastructure systems and programmatic/administrative systems.

All activities must be planned for each SLC phase and documented in the system schedule found in the SMP. Projects normally include each of the Life Cycle sub-phases. System Managers are responsible for tailoring the SLC, through appropriate waivers, to meet the requirements of their system.

Although all phases and sub-phases must be completed and documented, they do not need to occur in a linear fashion and no waivers are needed for non-linear development. A security plan must be approved and in place for all operational components of a system and must take into account those components under development.

The design aspects of the SLC may be tailored for COTS or GOTS acquisitions. If interactions with other systems exist or if modifications to the COTS or GOTS product are needed, these aspects must be included.

Appropriate SLC documentation must be produced throughout the SLC phases.

4 Waivers

Waivers to the requirements of this Policy may be considered based on the requirements of the system and needs of the developing office. All waivers must be justified and documented (including all approvals and concurrences) in the System Management Plan. Waivers for any applications and/or systems must be approved by the System Owner and the Regional Information Management Officer (IMO). The IMO in Region 4 is the Chief of the Environmental Information Solutions Branch.

ATTACHMENT #5

LIST OF ACCESS TO GOVERNMENT PROPERTY, FACILITIES AND/OR SPACE

Access to Government Property

The government will provide the facilities, equipment, materials, and services listed below.

Government Furnished Property (GFP)

The government will provide the equipment, materials, services, and utilities listed hereunder. The government retains the right to inspect, inventory, or audit any GFP issued to the contractor in connection with this Order. All government furnished items shall be used exclusively for performance under this contract.

Government Furnished Facilities

The government will provide work space, chair, and a limited amount of space for the storage of personal items, U.S. EPA spare equipment and mandatory files.

The government will provide hardware/software, computer time and access, local and long distance telephone service, and limited reproduction equipment. All long distance calls are required to be placed utilizing the Federal Telecommunications System (FTS) 2000 Network.

Accountable GFP

Prior to, or upon completion or termination of all work requirements stated in this contract and Standard Operating Procedures¹, the Contractor shall return any keys, access cards, ID cards, and/or badges, or other accountable property, to the Project Officer or his/her authorized designee. The contractor shall complete an exit form, with all the necessary signatures, upon completion or termination of the work requirements ordered.

¹ CATS Helpdesk Standard Operating Procedure EISB-01

Attachment 1

PERFORMANCE WORK STATEMENT EPA Region 4 Information Technology GMPO's Supplemental Support

April 3, 2013

SECTION 1.0 INTRODUCTION/PURPOSE

The purpose of this task order is to provide Information Technology support services including Computer, LAN, Information Center, Help Desk Support, Agency/Regional Software Support, d, Information System Programming and Support, Training, and Technical Documentation to the Gulf of Mexico Program (**GMP**) located at Stennis Space Center, Mississippi 39529 within Buildings 1100, 1105 and 1106. The objective of this activity is to provide support required in **GMP** independent of other support. This activity focuses on providing minimal ongoing support for computational (computing) infrastructure including hardware and software support, and other integrated peripherals. The contractor shall provide support for various components of the LAN and communications equipment and support provide assistance to all staff that requires hands-on assistance. The contractor shall also provide general PC problem solving and troubleshooting.

Region 4's areas of responsibility are the states of Georgia, Alabama, Florida, Kentucky, Mississippi, North Carolina, South Carolina, and Tennessee. The Information Infrastructure Branch (IIB) is responsible for all computing in Region 4, including telecommunications, systems and administrative support for all regional and national computer systems used in Region 4.

Region 4 has approximately 1,200 personal computers in the U.S. EPA, Region 4 offices, of various makes and models. New equipment of varying makes and models may be acquired by the government during the task order period of performance.

- a) **Legal Authority:** ITMRA Sec. 5112 (E)
- b) **Regulatory Authority:** Compliance with Section 508: All Electronic and Information Technology (EIT) procured through this task must meet the applicable accessibility standards at 36 CFR 1194, unless an agency exception to this requirement exists; 36 CFR 1194 implements Section 508 of the Rehabilitation Act of 1973, as amended, and is viewable at <http://accessboard.gov/sec508/508standards.htm> - Part 1194

Requirements and Deliverables for this Task Order necessitate a high degree of systems analysis, programming, user support, documentation, expertise and experience. This activity is deemed very critical and responsive to the Agency's mission.

SECTION 2.0 SCOPE

The contractor shall provide Information Technology (IT) support to include: data creation, conversion, entry and quality control, maintenance and documentation, data manipulation and retrieval, Personal Computer (PC) user support, Local Area Network (LAN) support, Blackberry and other Agency approved mobile device support, computer operations training, and telecommunications support for EPA Region 4, **Gulf of Mexico Program (GMP)**.

The majority of the workload is generated from users calling into a Help Desk, in which a "trouble ticket" is created and accessed in the Help Desk Issue Tracking System. The work to be performed includes:

- Computer operations, maintenance, and monitoring;
- Creating detailed trouble tickets for all computer, software, hardware, and telecommunication issues;
- Data generation, conversion and entry for various local and national applications systems including GIS; and Agency financial systems;
- LAN support;
- Personal Computer (PC), Blackberry other Agency approved mobile device support;
- System maintenance and documentation;
- Problem resolution, and end-user liaison and support;
- Software support;
- System augmentation and enhancement;
- User liaison and support, including training;
- Written status reports, and briefings

Places of Performance

The primary place of performance are the U.S. EPA - Region 4 **Gulf of Mexico Program (GMP)** located at Stennis Space Center, MS, and the U.S. EPA – Region 4 Atlanta Regional Office, located in the Sam Nunn Atlanta Federal Center at 61 Forsyth Street SW, Atlanta, Georgia

SECTION 3.0 TECHNICAL DEFINITIONS, ABBREVIATIONS, AND ACRONYMS

Help Desk: The Help Desk shall act as the single point of contact for routine user IT related support/service problems. The Help Desk shall support users in resolving problems and when necessary, make the appropriate referrals to EPA staff for problem resolution.

IIB: Information Infrastructure Branch

Non-standard Software: Non-standard software is defined as software not currently part of the Regional desktop image. This includes Internet downloads, demos, beta versions, EPA special purchased software, non-EPA software, Headquarters updates, and any other software not provided by the Region.

GMP: EPA Gulf of Mexico Program Office is located at Stennis Space Center, MS

TPOC: Technical Point of Contact.

TOCOR: Task Order Contract Officer Representative

SECTION 4.0 CONTRACTOR PERSONNEL MINIMUM QUALIFICATION REQUIREMENTS

Senior LAN Technician - Minimum Qualifications and Experience Requirements

- 5 years experience maintaining, troubleshooting and supporting desktop software and hardware in a Windows environment
- 3 years LAN experience with extensive knowledge of PC/LAN communications, hardware/software in a multi-protocol environment and network management software
- Expert proficiency in Microsoft Active Directory
- Experience with configuration, upgrading, and patching of Microsoft Server software BigFix or similar patch management software
- Knowledge/experience with computer hardware/software with emphasis on end-user support and training;
- Demonstrating analytical and problem solving skills in order to assist end-users with computer-related problems;
- Working as a team member to identify problems, analyze data and formulate solutions through the team process;
- Effectively communicating both orally and in writing with end users of varying technical/support levels including management, and other individuals from diverse disciplines;
- Knowledge/experience applying current information technologies, including multimedia and microcomputer applications, and their potential implications and opportunities;
- Experience with work processes, work volume, and system characteristics found in helpdesk functions;

- Experience with the technical aspects of hardware and software with regard to maintenance, routine service, updates, security and the requirements of the staff using the equipment;
- Troubleshooting computer hardware and operating system software, software components, peripherals, and Agency approved mobile devices;
- Experience with technical aspects of the hardware and software of microcomputer systems, and peripherals in regard to installation, maintenance, routine service, updates and security;
- Experience with MS Windows operating systems, MS Office products, and other Commercial off the Shelf (COTS) applications;
- Experience planning and delivering full range of customer support services to the end user to include reporting and resolving computer problems and end user training or assistance;

SECTION 5.0 TECHNICAL REQUIREMENTS

Task 1 Help Desk, Computer, Information Center, and LAN Support

The contractor shall provide support for GMPO computer services (Servers, PCs, laptops, LAN, peripherals, Blackberry and other Agency approved devices). The contractor shall provide assistance and support to all GMPO personnel through both the Information Center (for localized, hands-on assistance) and through the Region 4 Help Desk Call Center. Due to the critical nature of this requirement and the need to prevent any type of EPA work stoppage, the contractor shall ensure that any gaps in support are filled in no less than seven (7) EPA business days after the gap is created. The Info Center serves as a distribution point for equipment and materials intended for pickup and return, including a pool of regional laptops, reference books, etc, as well as other miscellaneous items required for end-user support.

The Contractor shall:

- Provide support for GMPO computer services including hardware/software support, and other integrated peripherals
- Provide support for various components of the LAN
- Perform general PC problem solving and troubleshooting
- Conduct formal and informal training through EPA approved courses on Region 4 standard software, e.g. Lotus Notes, Microsoft Word and PowerPoint, etc.
- Follow Regional policies and standard operating procedures (SOP) related to Computer, LAN, Information Center & Helpdesk Support and Training
- Troubleshoot VoIP Telephony
- Analyses and resolve telephony issues including but limited to Movix and Adobe Connect
- Provide support for various Video Media Technologies including, but not limited, to VBrick Video Solutions

Performance Requirements

The contractor shall perform the following requirements on a continuous basis as day to day duties. Deviations from this requirement will be provided to the Contractor in the form of a written technical direction document via the issues tracking system or by e-mail from the TOCOR.

Subtask 1.1 - GMPO Help Desk, Computer

- Provide assistance, problem resolution, and input trouble call tickets;
- Install regional laptops, and desktop computers;
- Install and maintain regional Blackberry mobile data devices and other Agency approved mobile devices;
- Equipment diagnostics and repair: perform tests to isolate problems and replace boards or other parts in PC and LAN computers and peripheral equipment (including laptops, PCs, mobile devices, etc.);
- Notify the TOCOR of problems or issues requiring vendor repairs within one business day of identification;
- Perform preventive maintenance activities such as cleaning printers, repairs, replacing drums and toner cartridges, and keeping computer site professional and organized;
- Interact with Regional EPA users on job related problems, questions, and issues either by phone conversations or directly as walk-ins to the Regional Information Center;
- Maintain detailed records, within the issues tracking system, of repairs and/or services including date and times, contact, service requested, location and parts;
- Install, generate, maintain, and test system software including both agency standard software and approved non-standard software;
- Develop technical instructions and procedures for current software. Test any new software prior to regional implementation. Assist in implementation of new software throughout the region;
- Maintain the Info Center equipment and software and schedule usage of the Info Center equipment by end-users;
- Maintain the ADP PC Training Room equipment and software;
- Install & upgrade software packages in the Info Center, at the user's desk, and on checkout equipment;
- Provide cabling support for existing voice and data lines and install new cabling where needed

Tier 1 telecommunication support includes, troubleshooting telephone issues, providing operations instructions, resetting voicemail passwords, device login assistance, moving telephones during move ticket completions.

Note: Occasional weekend work may be required for performance of this task.

Subtask 1.2 Region 4 GMPO Information Center (Info Center)

The contractor shall staff the Information Center to provide assistance to walk-in users in accordance with Regional Standard Operating Procedures (Attachment 3).

Performance Requirements

The contractor shall perform the following requirements on a continuous basis as day to day duties. To the extent possible all contractor staff in the task should be cross trained to perform all functions. Deviations from this requirement will be provided to the Contractor in the form of a written technical direction document via the Issues Tracking System or by e-mail from the TOCOR.

End user assistance shall be limited to Agency and Regional standard software, as determined by EPA, in use with the Regional network environment. Support routinely involves tasks related to typical PC use such as, but not limited to, assistance or instructions with Windows, LAN, software operations in the following areas. The Contractor shall:

- Maintain the Info Center equipment/material check-out system including teleconferencing phones;
- Ensure users have the necessary forms approved prior to check out or receiving service (form examples include, Equipment Checkout, Request for Administrative Rights, Non-Standard Software Registration Approval form;
- Perform inventory tracking and reporting on routine supplies (toner, keyboards, mice, etc); software/hardware requiring upgrades and additional software/hardware required to adequately support the Information Center and equipment requiring repair or servicing;
- Conduct a physical inventory recount of all supplies and equipment tracked by the CATS Inventory tracking system; report discrepancies to TOCOR;
- Provide software support to regional staff;
- Provide formal and informal PC training. Conduct EPA approved training courses on EPA Region 4 software (Notes, Microsoft products). Instructor evaluation forms shall be submitted to the EPA TOCOR

Subtask 1.3 Regional LAN Support

The Contractor shall provide assistance to the Regional LAN Administrators to achieve maximum availability.

Performance Requirements

The contractor shall perform the following requirements on a continuous basis as day to day duties.

- Interact with Regional EPA users on job related problems, questions, and issues as necessary;
- Prepare and maintain LAN related reference material, guides, and log books;
- Prepare and maintain detailed record of repair and /or services including date, time, contact, location, and parts used from inventory;
- ;
- Perform and manage daily, weekly and full data backups and recoveries as scheduled or directed by Regional Policy;
- Maintain system documentation and schematics according to Agency and/or Regional directives;
- Equipment Installation: Install computing equipment and peripherals, relocate existing equipment, reset parameters and verify proper operation, and connect equipment to EPA LAN as specified by a technical direction document received from the TOCOR;

- Act as the point of contact for repairs for all PC and LAN equipment and determine appropriate corrective action;
- Install/delete user accounts and/or groups and set/reset passwords as requested by the issue ticket;
- Create/modify batch files, install and maintain Netware and a variety of application programs and database systems;
- Install, generate, maintain, and test system software including both agency standard software and agency approved non-standard software;
- Develop technical instructions and procedures for current software. Test any new software prior to regional implementation. Assist in implementation of new software throughout the region;
- Maintain the various hardware components of the LAN;
- Monitor the LAN console and other network equipment, notifying LAN/Network Administrators via e-mail, of malfunctions, problems, and errors;
- Identify and effect resolution of LAN hardware/network and software malfunctions;
- Keep current with upgrades and changes to LAN and network equipment located in the Computer Room;
- Perform LAN Server and peripheral equipment software and hardware problem resolution;
- Provide administration/management of the Windows Active Directory LAN.

Note: Occasional weekend work may be required for performance of this task.

Performance Standards

Regional Help Desk, Computer Support, and Information Center

The contractor shall meet the following performance standards for this task:

- Standards and timeframes for many of the aforementioned Performance Requirements have been established in Regional Standard Operating Procedures (SOP);
- Due to the nature of IT work, standards for requirements where SOPs have not been established will be determined by the TOCOR via the established technical direction process.

Performance Standards

Regional LAN

- Each LAN server shall be available 99% of the time, barring any catastrophic event or Time Compliance Network Orders (TCNO) during core business hours from 7:00AM to 5:00 PM Monday- Friday EST, not including Federal holidays;
- Each LAN server shall be available 95% of the time outside the core-business hours of 7:00 AM to 5:00 PM Monday- Friday EST, not including Federal holidays;
- Establish, delete, reset user accounts and passwords within two (2) days of notification of requirement;

- Daily monitor network performance, identifies, tracks, and notifies LAN/Administrators of malfunctions, problems and errors with no interruption of service to users;
- Standards and timeframes for many of the aforementioned Performance Requirements have been established in Regional Standard Operating Procedures (SOP);
- Due to the nature of IT work, Standards for requirements where SOPs have not been established will be determined by the TOCOR via the established technical direction process.

SECTION 6.0 REPORTING REQUIREMENTS

The Contractor shall provide a brief monthly narrative report via email to the TOCOR including the following information:

- Brief description of the requirement and acceptable quality level, as stated in the QASP
- Brief summary of accomplishments during the reporting period and significant events regarding the task
- Listing of deliverables provided during the reporting period and or progress on deliverable products
- Statistics detailing the numbers and type of support provided to walk-in users

Reports must be generated from the first calendar day of each month to the last calendar day of each month (i.e., January 1st through 31st, February 1st through 28th or 29th, etc.). Electronic copies of all monthly narrative and task summary reports are required by the TOCOR. The reports are due by the 20th of following month. All required final deliverables shall be provided before the expiration of the performance period.

SECTION 7.0 SECURITY, CONFIDENTIALITY & PRIVACY

Security Requirements

Confidentiality & Privacy: Refer to Section H-9 for project employee confidentiality agreement

Clearances: Refer to Section H-11 for security clearance requirement

Confidential Business Information (CBI): Refer to Section H-12 for Treatment of Confidential Business Information

FOIA Information Guidelines

- Contractor support shall be involved in the retrieval and preparation of documents responsive to Freedom of Information (FOIA) requests, based on specific requests from the TOCOR;
- The contractor may have access to sensitive data in the performance of assigned work. The contractor is prohibited from releasing any information about EPA files, data

processing activities, functions, user identifications, passwords or any other knowledge of EPA operations or data unless authorized by a designated EPA Contracting Officer;

- Each contractor employee with access to sensitive and/or confidential business information (CBI) data or systems, are required to sign a statement that they have been briefed, understood and will comply with EPA and Region 4's CBI security and privacy rules.

SECTION 8.0 GOVERNMENT QUALITY ASSURANCE

The government will monitor and evaluate the contractor's performance under the Order in accordance with the PWS performance standards identified in the Quality Assurance Surveillance Plan (QASP)

SECTION 9.0 TRAINING REQUIREMENT

The Contractors is required to meet specialized training requirements in several areas. The EPA must ensure Contractors have successfully completed commercial training within six months after beginning work on this task for the software listed below. Proof of completion will be a copy of the Contractor's certificate of successful completion for the training which was provided by the training vendor, or other documentation provided by the training vendor which certifies the successful completion of the training.

Security Training

All EPA, contractor, and grantee personnel are required to take an on-line annual Cybersecurity Awareness Training provided by the Agency.

Task Specific Training

The Contractor shall be required to keep staff trained as the Agency standard technology changes.

Help Desk, Computer, Information Center, and LAN Support

Contractors assigned to Task 2 having LAN duties must have or have the ability to successfully complete commercial training within six (6) months after beginning work on this task or within six (6) months of notification from the TOCOR for the software listed below.

- Microsoft Windows (current Agency standard version);
- VMWare;
- Citrix – (all) Virtual Desktop and Application

Contractors assigned to Task 2 having Information Center and/or Helpdesk duties must have or have the ability to successfully complete commercial training within six (6) months after

beginning work on this task or within six (6) months of notification from the TOCOR for the software listed below.

- Symantec (current Agency standard version);
- Microsoft Office Suite (current Agency standard version);
- Lotus Notes (current Agency standard version)

It is desirable for the Help Desk staff to have a working knowledge of the regional standard desktop software configured on all desktops and laptops, such as Microsoft Office (current Agency standard version, etc.) A Certificate of Completion from a commercial training group for Advanced level training received is preferred, but not required.